BCM Rls 6.0

Business Element Manager

Task Based Guide

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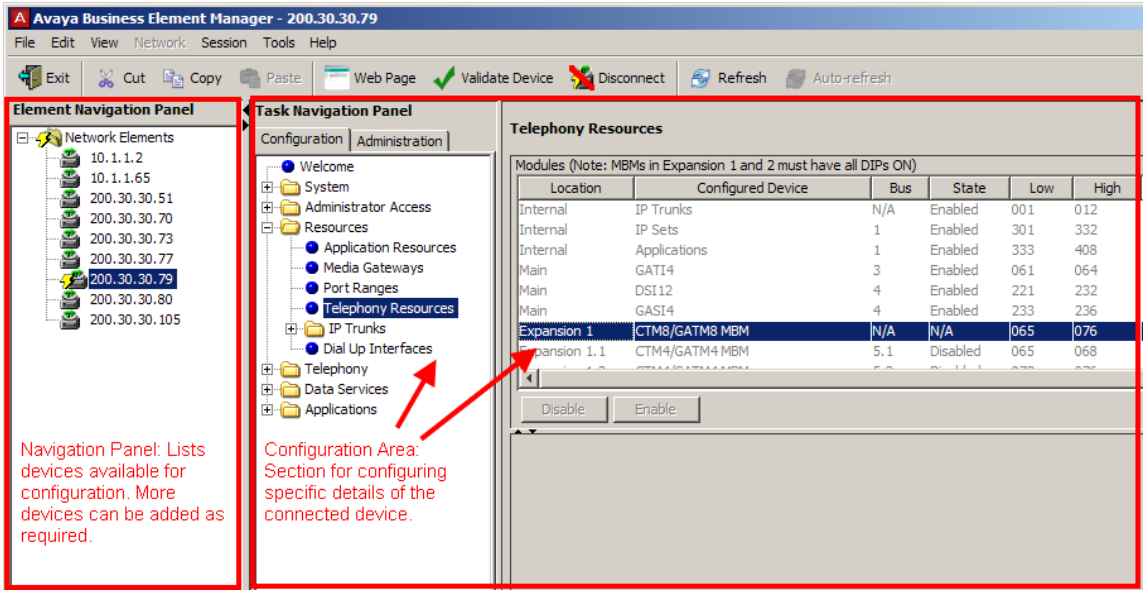
Business Element Manager

Business Element Manager (BEM) is a client-based management application that is used to configure the BCM. Use Element Manager to connect to a BCM that you require to manage, over your network.

After Installation the Element Manager displays two panels. The Element Navigation Panel located on the left, lists the network devices you can manage using the Element Manager. Note that the first time the Element Manager is started, the Navigation Panel is not populated.

The left hand panel displays the IP address and other information about a network device selected in the Network Elements tree.

The area to the right of the Navigation Panel contains specific configuration information about the device you are connected to.



Installing Business Element Manager

Requirements

Your machine will need to meet the following system requirements before you install the Element Manager:

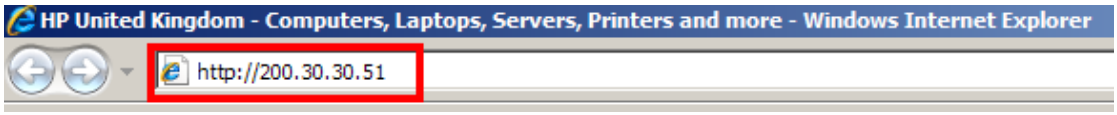
- Operating system:
  - Windows 7 (32/64-bit)
  - Windows Vista (32/64-bit)
  - Windows XP Professional SP3
  - Windows Server 2008 Standard, SP2
  - Citrix Presentation Server 4.0
- RAM: minimum 256 MB, recommended 512 MB
- Hard Disk Space: 75 MB

BEM Installation

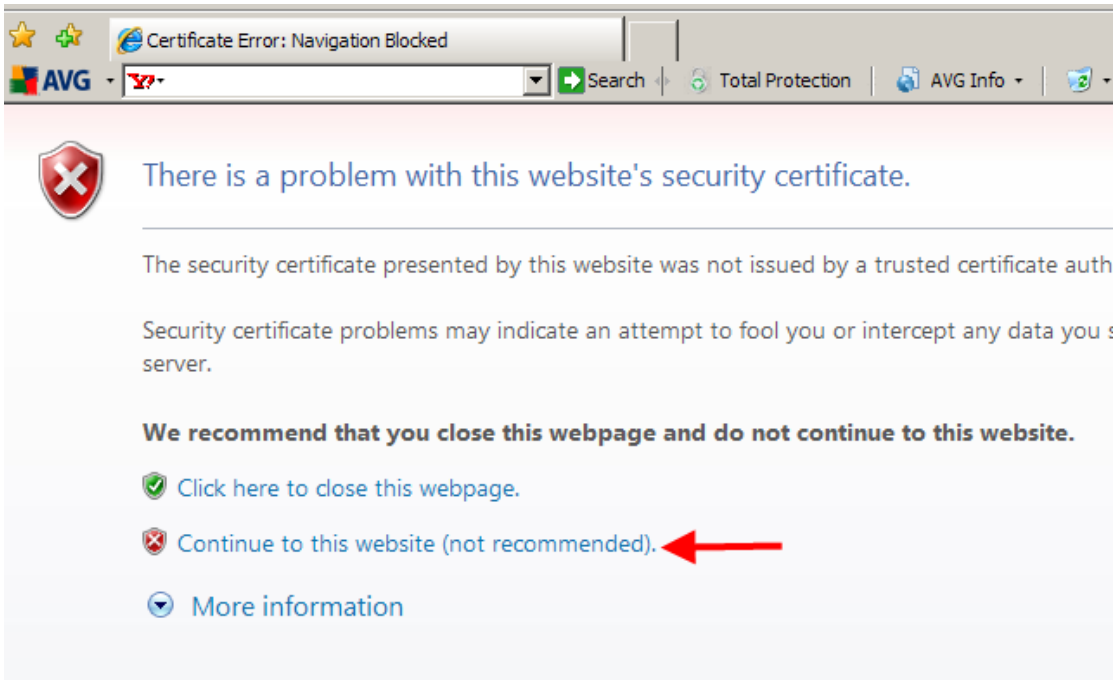
Element Manager is the application that allows configuration of the BCM via a PC/laptop.

Note: Java Runtime Environment must be installed on the PC used to access Application Launcher. Visit www.java.com to download this.

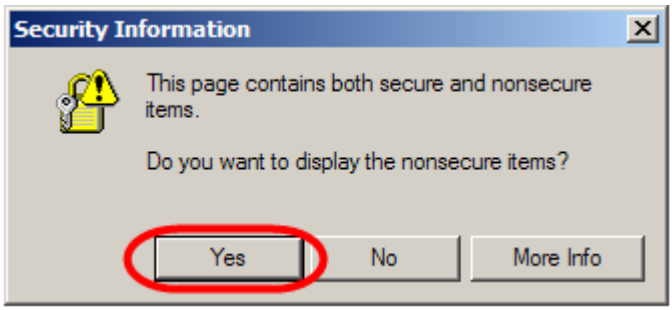
1. Point your web browser at the BCM's IP Address.



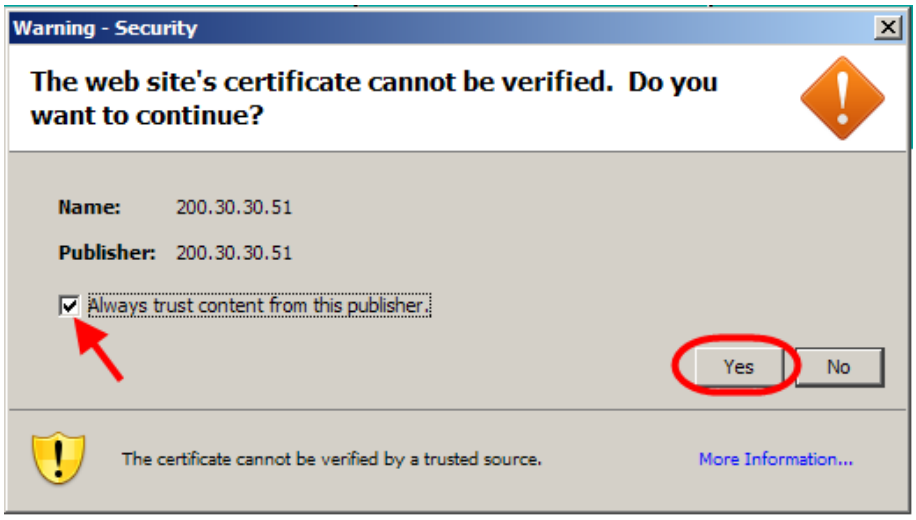
2. You may get presented with the Certificate Error window. If so, click on the **Continue to this website (not recommended)** link.


Certificate Error: Navigation Blocked
AVG
Search
Total Protection
AVG Info
There is a problem with this website's security certificate.
The security certificate presented by this website was not issued by a trusted certificate auth
Security certificate problems may indicate an attempt to fool you or intercept any data you
server.
We recommend that you close this webpage and do not continue to this website.
Click here to close this webpage.
Continue to this website (not recommended).
More information

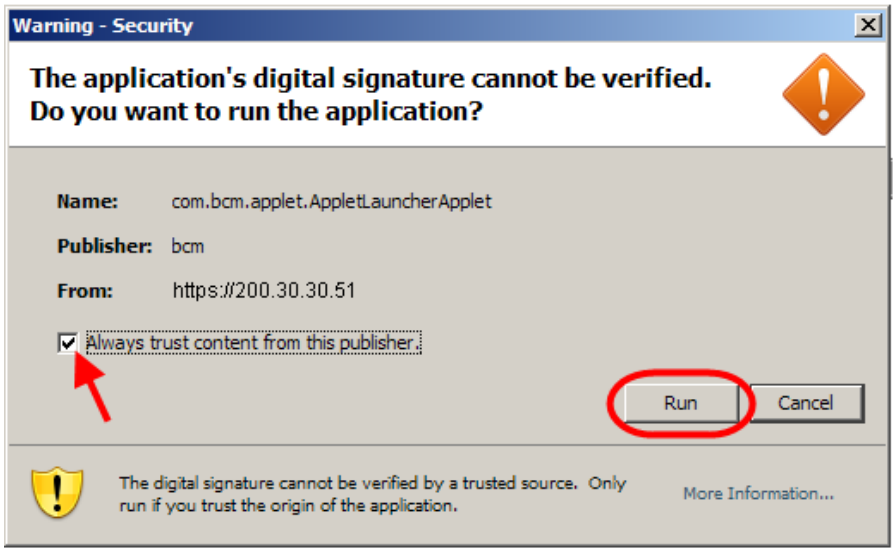
3. If you see the following information box, click **Yes**.



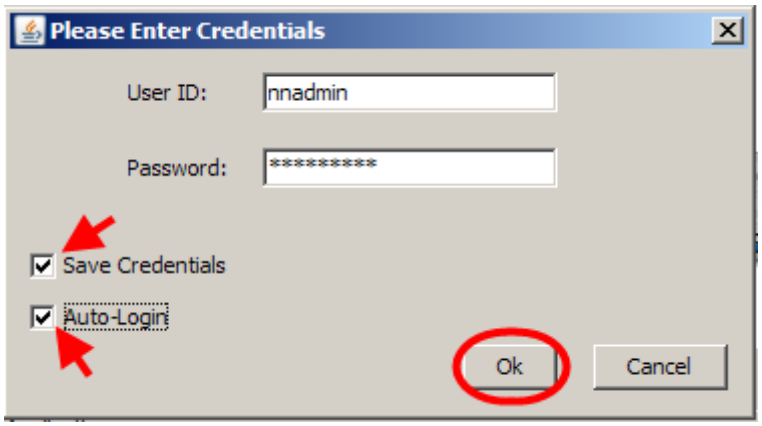
4. You may be presented with a second certificate error message. To avoid seeing the message again, tick the **Always trust content from this publisher** box, and click **Yes**.


Warning - Security
The web site's certificate cannot be verified. Do you want to continue?
Name: 200.30.30.51
Publisher: 200.30.30.51
Always trust content from this publisher.
Yes
No
The certificate cannot be verified by a trusted source.
More Information...

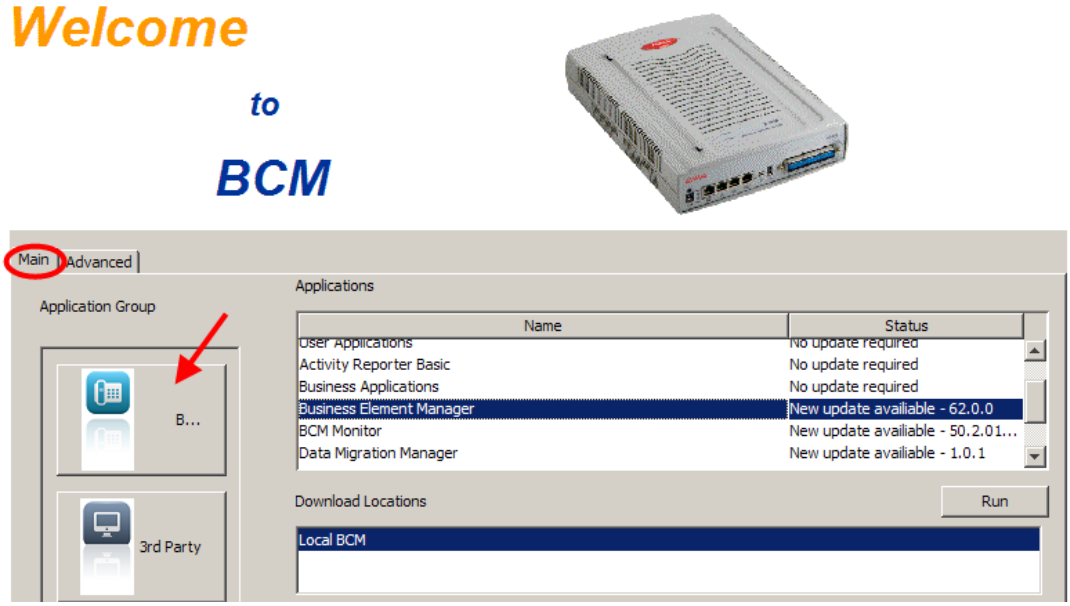
5. Again, you may be presented with a security warning. Tick the **Always trust content from this publisher** box to avoid seeing the message in future, and click **Run**.


Warning - Security
The application's digital signature cannot be verified. Do you want to run the application?
Name: com.bcm.applet.AppletLauncherApplet
Publisher: bcm
From: https://200.30.30.51
Always trust content from this publisher.
Run
Cancel
The digital signature cannot be verified by a trusted source. Only run if you trust the origin of the application.
More Information...

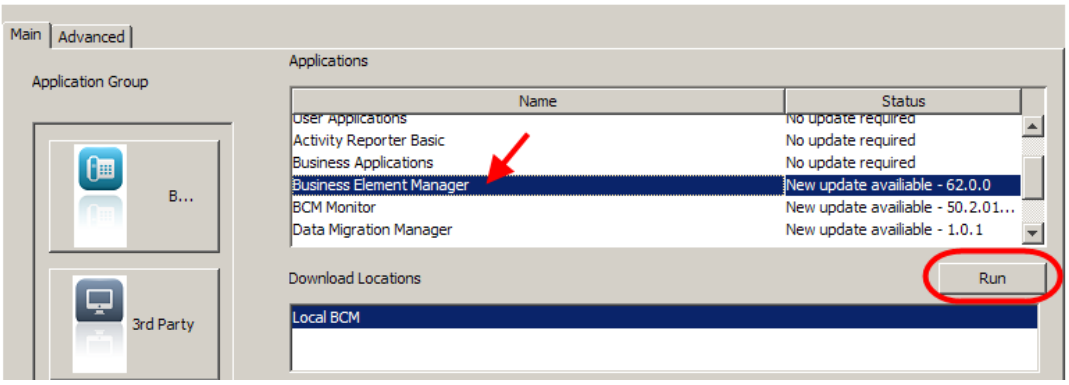
6. You will be asked to enter the BCM account credentials. Tick the **Save Credentials** and **Auto-**Login boxes for easier future access. Click **OK** when the account details have been entered.



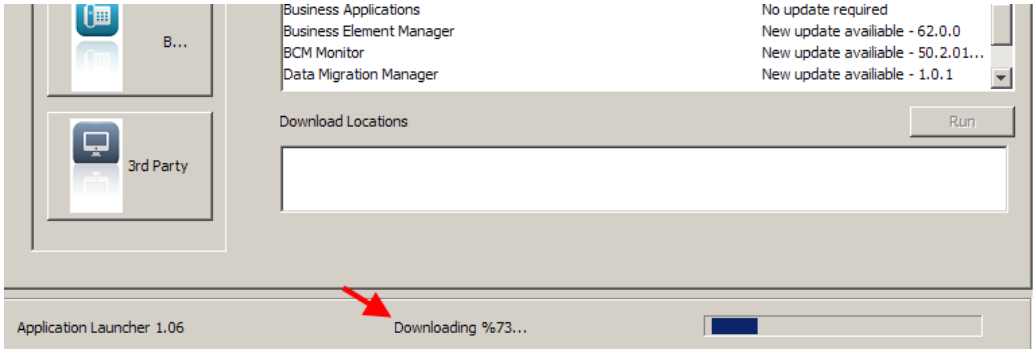
7. In the Application Launcher window, ensure the **Main** tab is selected. Click on the **BCM** button to ensure the required list of applications are present.



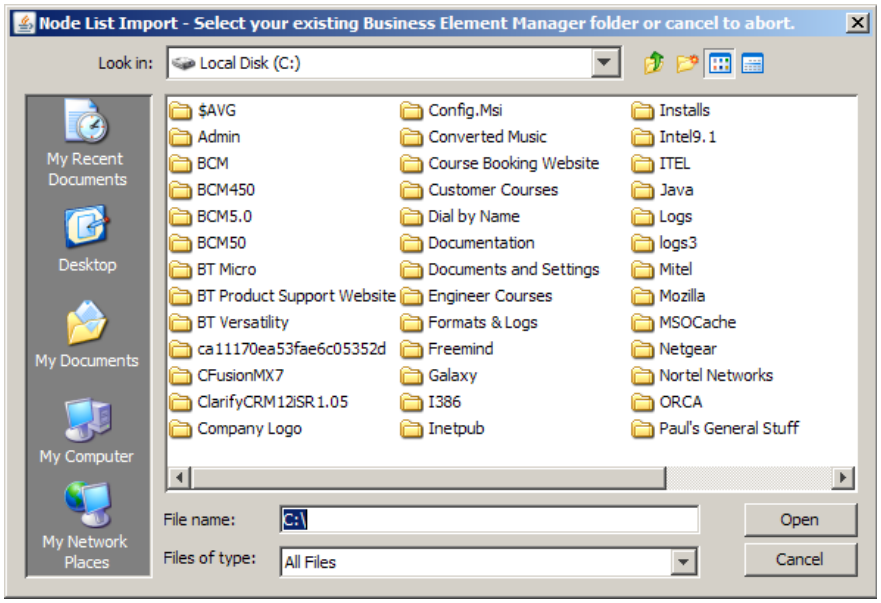
8. From the list of Applications, select **Business Element Manager** and click on the **Run** button.



9. The download progress will display.

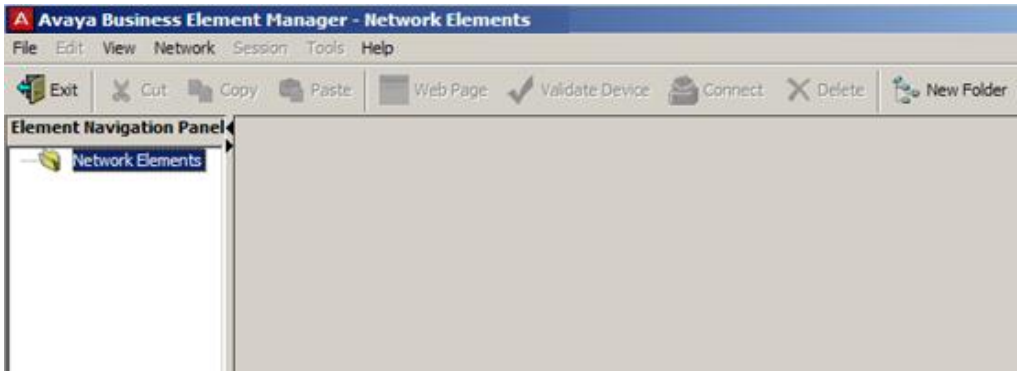


10. In the **Node List Import** window, you can browse to a folder containing a previous BEM installation (e.g. to import previous BEM nodes) and click on **Open**. Alternatively, click on **Cancel** to continue.



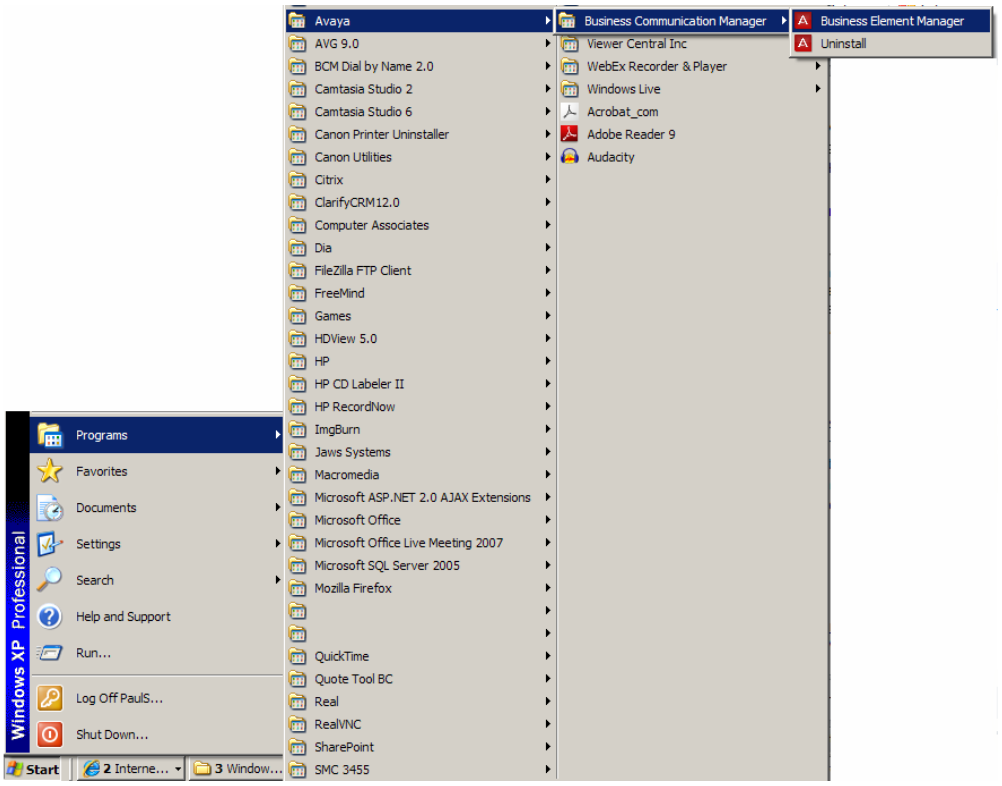
11. If there hasn't been a previous installation of Element Manager an "empty" version (i.e. no preconfigured settings or Elements) will be presented. If you selected a folder containing a previous installation in the last step, the existing nodes will be listed in the Element Navigation Panel.

Note: Subsequent launches of Element Manager from Application Launcher or via Start, Programs or desktop shortcut will show configured Elements, and retain Element Manager settings.


Avaya Business Element Manager - Network Elements
File Edit View Network Session Tools Help
Exit Cut Copy Paste Web Page Validate Device Connect Delete New Folder
Element Navigation Panel
Network Elements

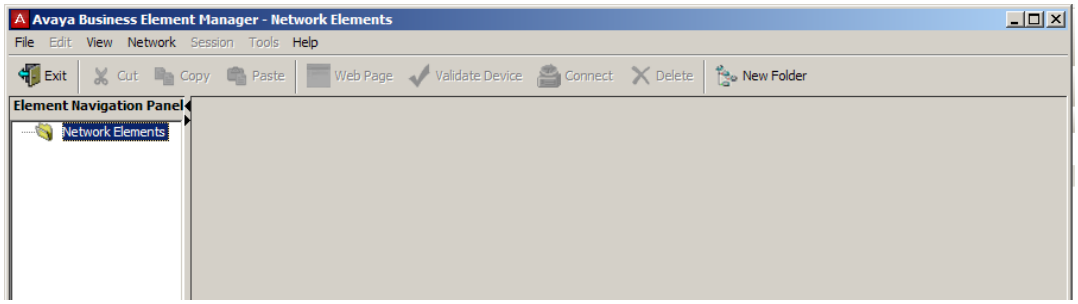
Starting Business Element Manager

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.



2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Business Element Manager** interface.

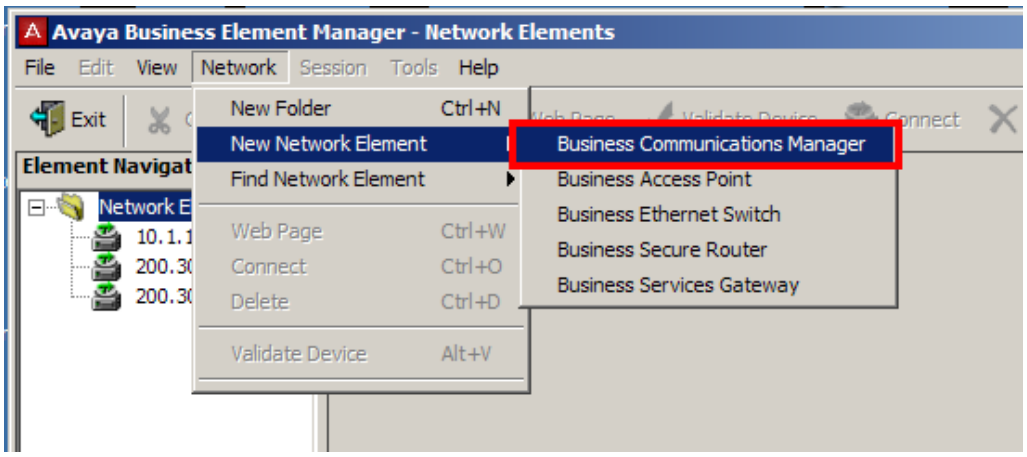

Avaya Business Element Manager - Network Elements
File Edit View Network Session Tools Help
Exit Cut Copy Paste Web Page Validate Device Connect Delete New Folder
Element Navigation Panel
Network Elements

Adding an Element to the Element Navigation Panel

Adding a Network Device with a Known IP Address

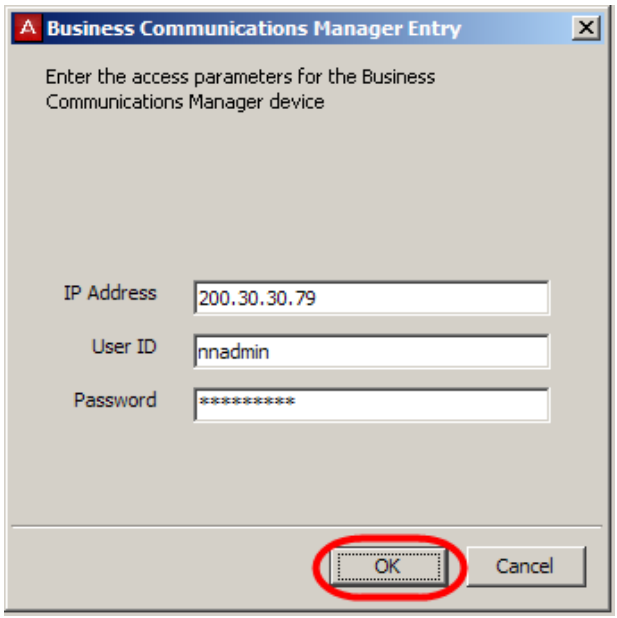
Use this procedure if you know the IP Address of the BCM you want to configure via Element Manager.

1. Select **Network** from the menu bar or right-click on the **Network Elements** folder heading.



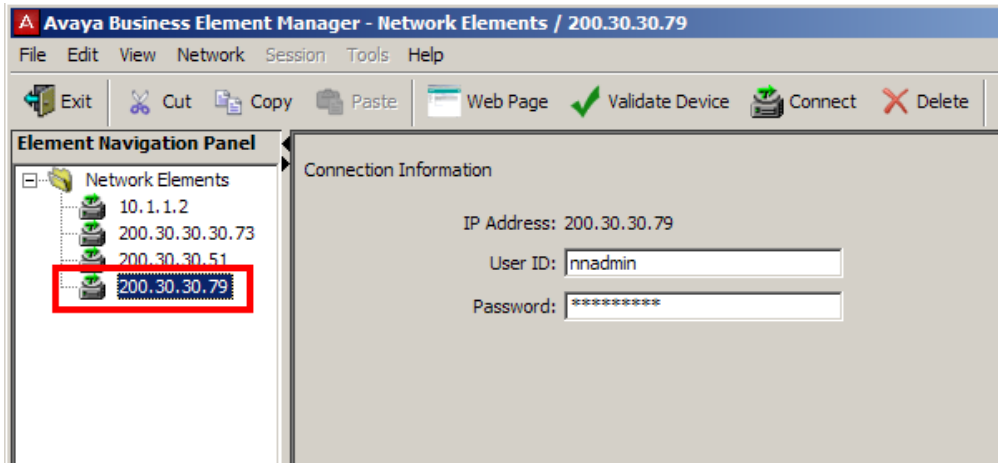
2. Select **New Network Element**, **Business Communications Manager**.

3. In the **Business Communications Manager** Entry dialog box, enter the **IP Address**, **User ID**, and **Password** for the new Network Element. The defaults are: User ID = **nnadmin** and Password = **PlsChgMe!**

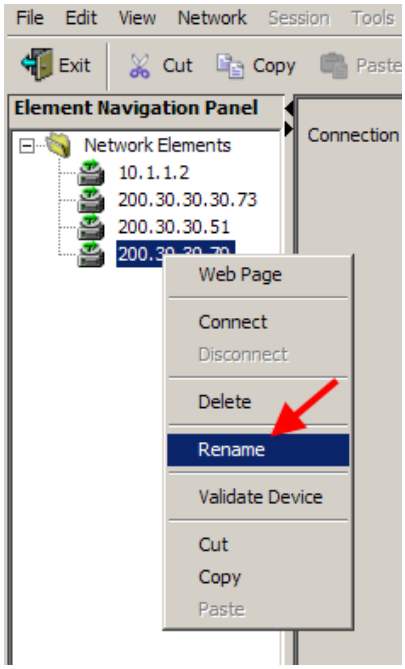


4. Click **OK** to exit the dialog box.

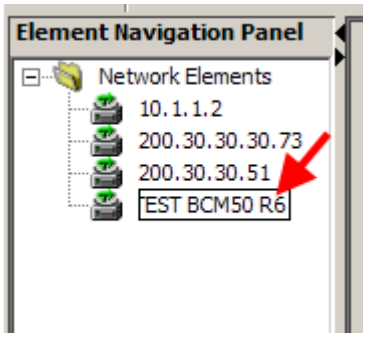
5. An icon representing the newly defined element with its associated IP address appears on the Network Elements tree.



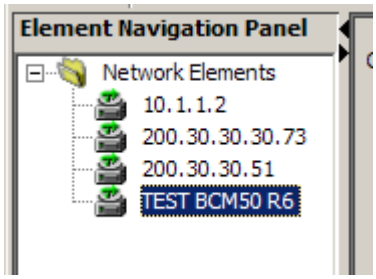
6. If you want to change the IP address to a name or other type of identification, right-click once on the IP address and select **Rename**.



7. Once the field becomes editable, type in the desired name for this element.



8. The Network Element has now been successfully created. Refer to the **Connecting to an Element** section of this guide to access the Element.

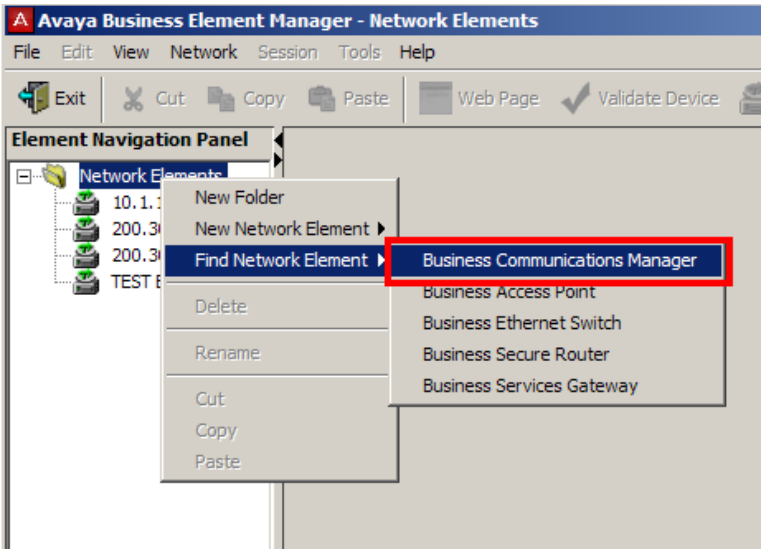


Finding a Network Device

You can search for a group of network devices located on the same subnet by using **Find Network Elements**. This function uses SNMP to search for all of the network devices in the specified IP address range and add them to the Element Navigation tree. Only Network Elements with SNMP enabled are detected. Use this tool to save time when trying to quickly populate Element Manager with previously deployed network devices.

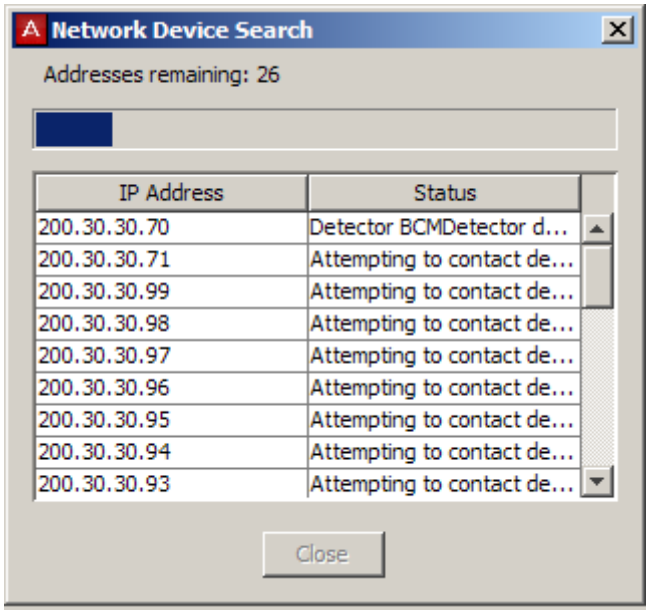
Use this procedure if you know the network range on which the BCM is installed, but not the exact IP Address.

1. Right-click the **Network Elements** icon in the Element Navigation Panel. Alternatively, select the **Network** menu item when the Network Elements folder is selected in the Element Navigation Panel. Select **Find Network Elements**, **Business Communications Manager**.



2. The **Network Device Search** dialog box opens. Enter the **Start of IP Address range** and press the tab key. Enter the **End of IP Address range** and press the tab key. Enter the **User ID** and **Password**. Click **OK**.

3. The Element Manager searches for the IP addresses specified in the range.



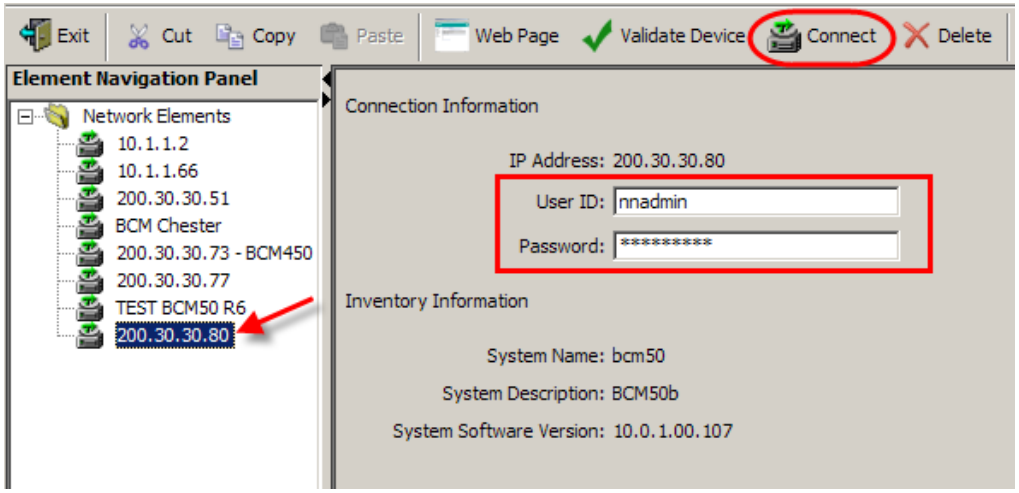
4. If the search is successful, the network devices found within the IP address range are added to Network Elements tree in the Element Navigation Panel. If the search is unsuccessful, a Network Elements dialog box opens stating **No Network Elements found**.

Connecting to an Element

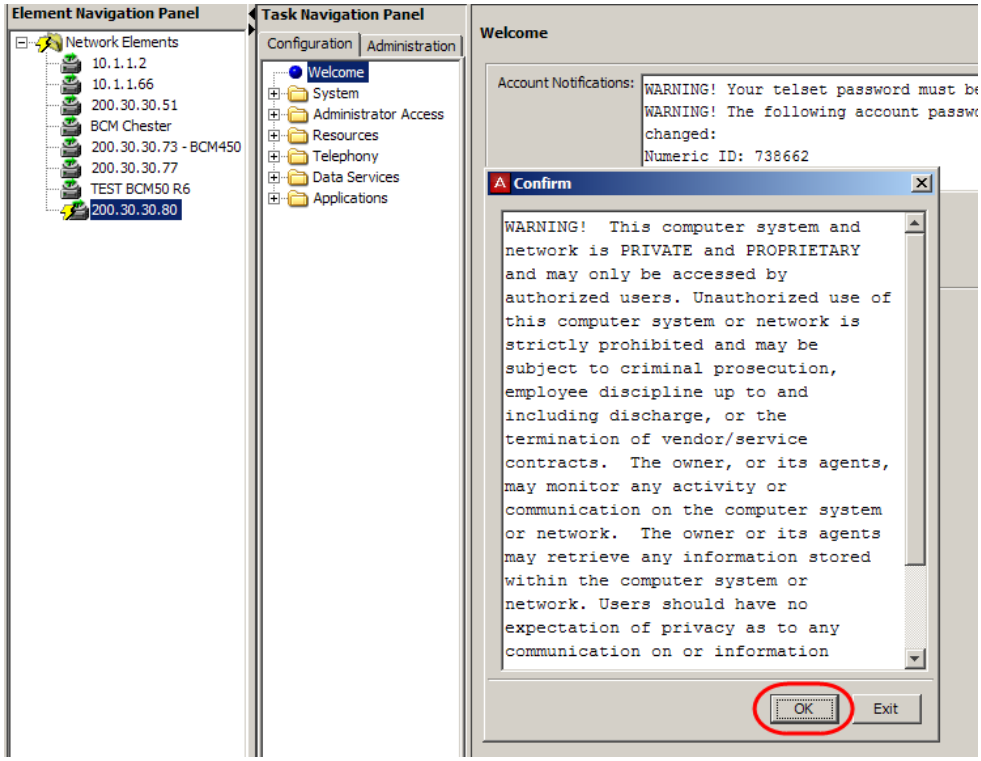
Use the following procedure to connect to an Element that has been previously created.

1. In the Network Elements tree, select the IP address or element name.

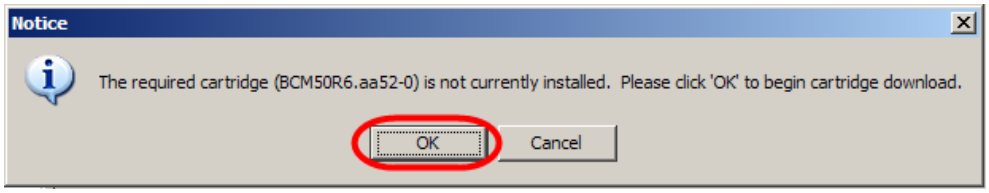
2. If the logon credentials have been stored the User ID and Password fields will be populated. Otherwise, enter your logon credentials for the device to which you are trying to connect.



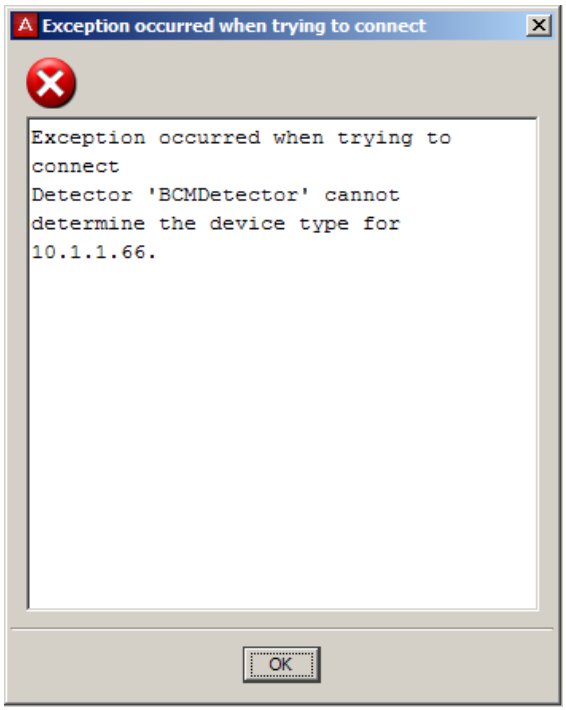
3. Click on the **Connect** button to connect to the network device:
   - If the connection is successful, Element Manager opens a **Confirm** dialog box. Click **OK** to proceed with configuration.


Element Navigation Panel
Network Elements
10.1.1.2
10.1.1.66
200.30.30.51
BCM Chester
200.30.30.73 - BCM450
200.30.30.77
TEST BCM50 R6
200.30.30.80
Task Navigation Panel
Configuration
Administration
Welcome
System
Administrator Access
Resources
Telephony
Data Services
Applications
Welcome
Account Notifications:
WARNING! Your telset password must be
WARNING! The following account passwo
changed:
Numeric ID: 738662
Confirm
WARNING! This computer system and network is PRIVATE and PROPRIETARY and may only be accessed by authorized users. Unauthorized use of this computer system or network is strictly prohibited and may be subject to criminal prosecution, employee discipline up to and including discharge, or the termination of vendor/service contracts. The owner, or its agents, may monitor any activity or communication on the computer system or network. The owner or its agents may retrieve any information stored within the computer system or network. Users should have no expectation of privacy as to any communication on or information
OK
Exit

- You may see a **Notice** window stating that “The required cartridge xxxxxx is not currently installed.” This indicates that Element Manager will need to download software from the BCM to ensure full compatability with Element Manager. Click **OK** to download and proceed.


Notice
The required cartridge (BCM50R6.aa52-0) is not currently installed. Please click 'OK' to begin cartridge download.
OK
Cancel

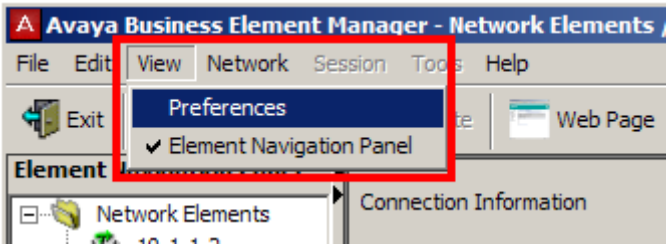
- If the Element Manager fails to connect, an error message appears, describing the connection problem. Correct the problem and perform the steps again. If you have a recurring problem, contact your support channel for help in resolving the problem.


Exception occurred when trying to connect
Exception occurred when trying to connect
Detector 'BCMDetector' cannot determine the device type for 10.1.1.66.
OK

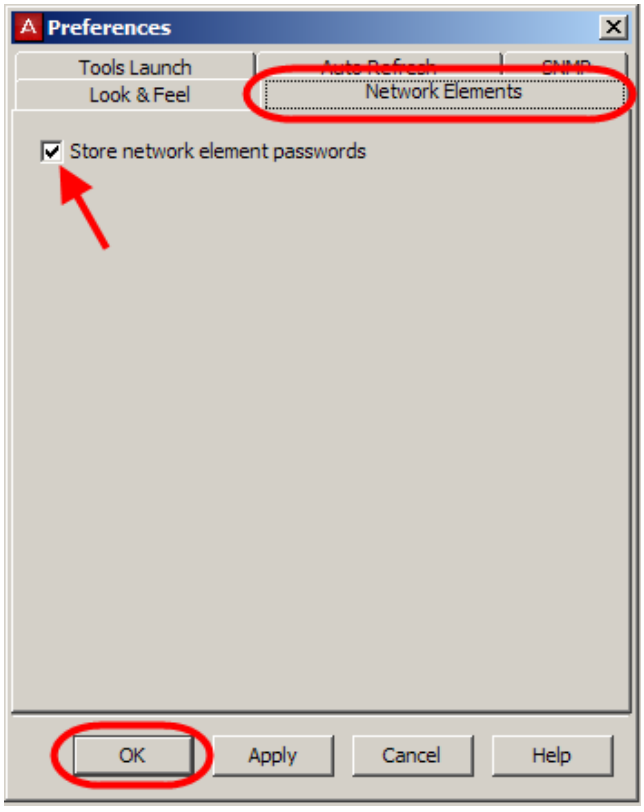
Storing the Logon Credentials

It is possible to store the logon credentials so that it is not necessary to enter them every time you connect to the Element. Only use the following procedure if you are sure that only trusted sources can access the BCM.

1. In the Element Manager window, click on the **View** menu and select **Preferences**.



2. Click on the **Network Elements** tab and tick the **Store network element passwords** option box.



3. Click **OK**. You may need to enter the credentials when connecting to the element for the first time after applying this option. Subsequent connections will not require a password to be entered.

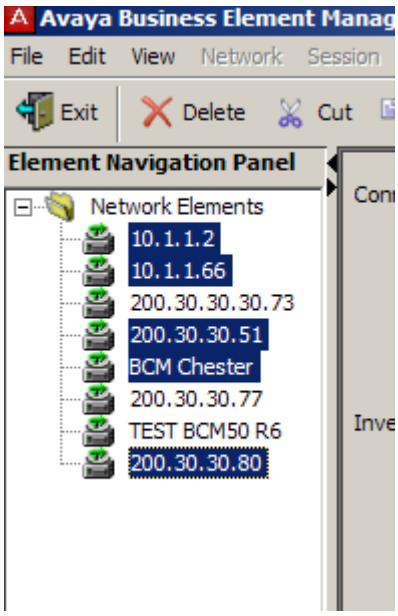
Exporting/Importing Element Manager Nodes

It is possible to export a single or range of nodes (elements) to an xml file, and subsquently import saved nodes from saved xml files. This is useful in situations where you may need to transfer a list of elements/nodes from one PC to another that has Element Manager installed, and especially in those situations where you connect to many BCMs.

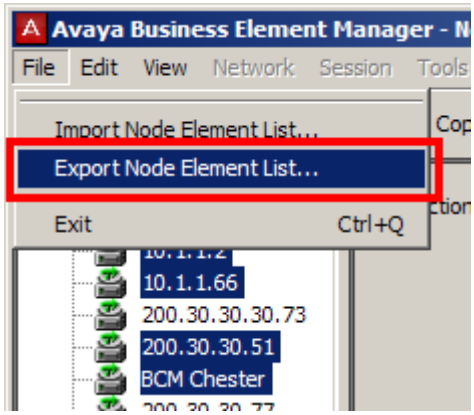
Exporting Nodes

Use the following procedure to export a single or range of nodes to an xml file.

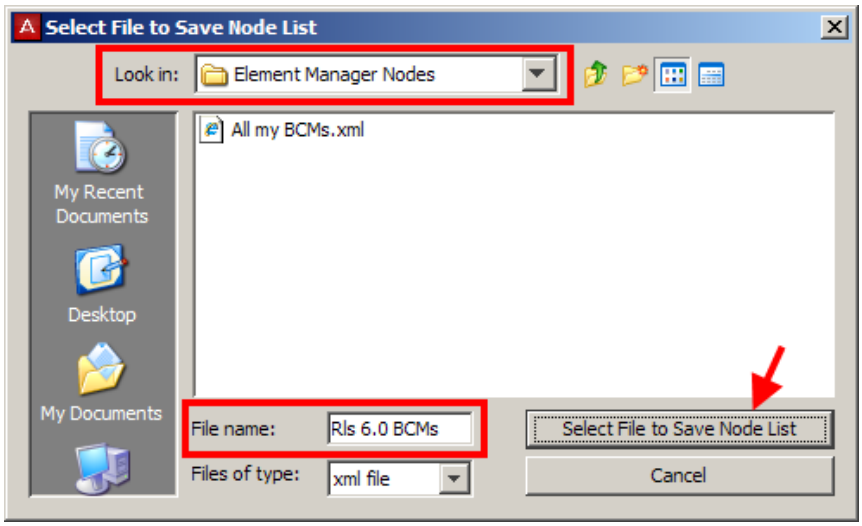
1. Open Element Manager. In the Element Navigation Panel, select the elements/nodes you want to save. To select multiple nodes use the **Ctrl** key on youir keyboard in conjunction with your mouse. To select a continuous range of nodes, use the **Shift** key. It is also possible to select folders to save.



2. Open the **File** menu, and select **Export Node Element List**.



3. In the **Select File to Save Node List** window, select a location, and name the file. When the details have been selected/entered, click on the **Select File to Save Node List** button.

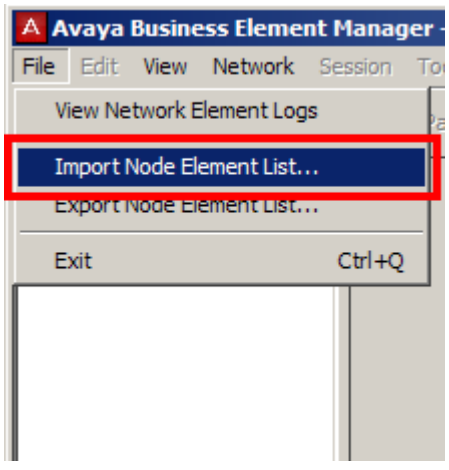


4. The xml file will be saved with the defined name in the selected location.

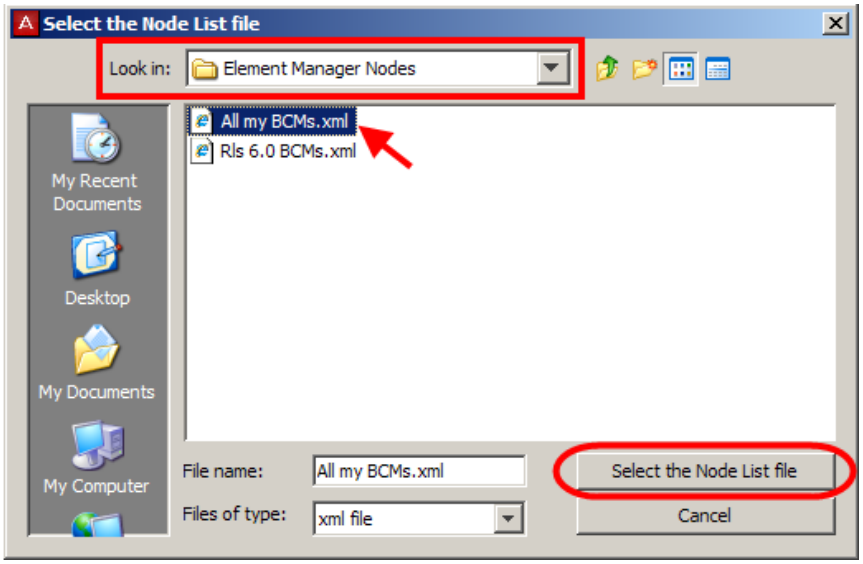
Importing Node Files

Use the following procedure to import saved lists of nodes/elements, for example in the case of a new installation of Element Manager on a different PC.

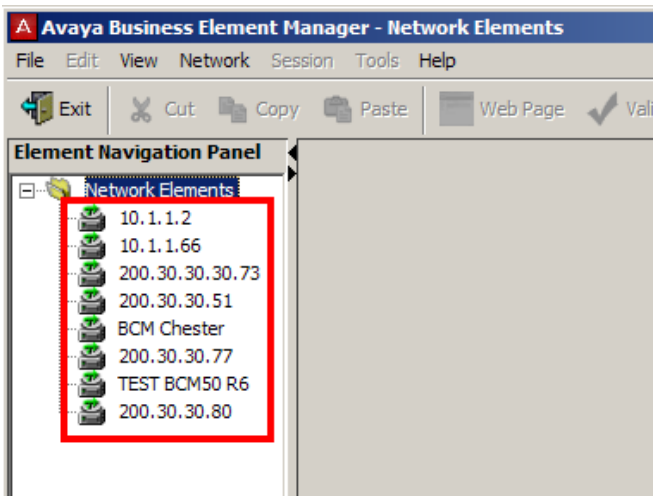
1. Open Element Manager. Click on the **File** menu and select **Import Node Element List**.



2. Navigate to the location where the xml file is stored. Select the xml file to import, and click on **Select the Node List file**.

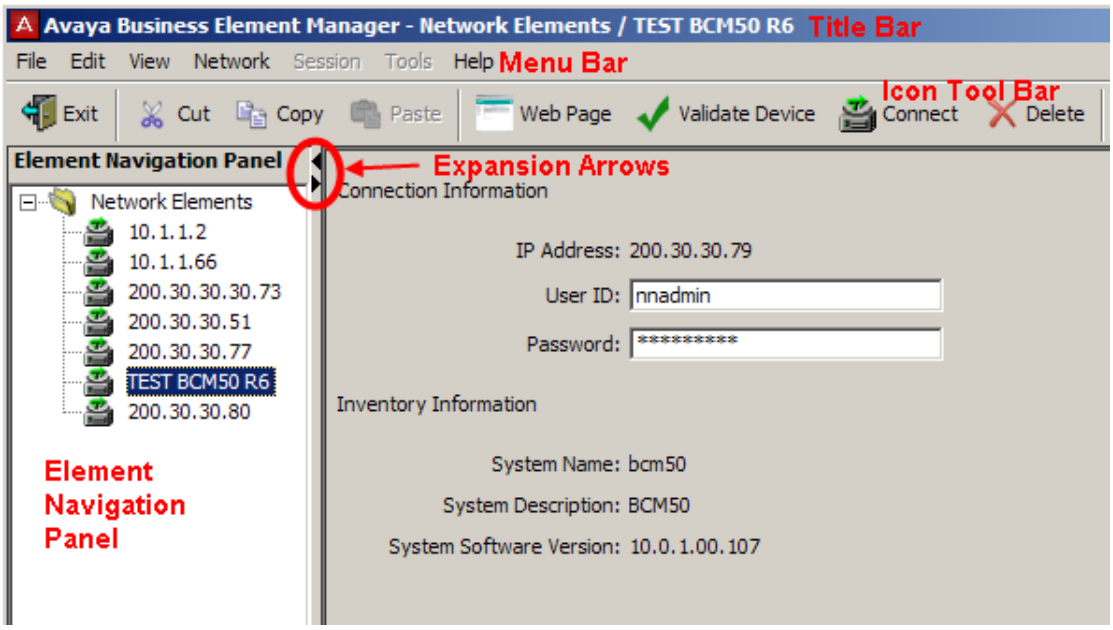


3. All the nodes/elements contained within that file will be imported.



Element Window Attributes

This section provides an overview of the various areas of Element Manager.



Attribute	Description
Title Bar	
Title bar	After you connect to a device, this area indicates the type and IP address for a selected device.
Menu bar (Some items may be greyed out depending on connection status)	
File	• Exit: • View Network Element Logs: opens a dialog box to search for and view logs that are available for the connected element. (See **Element Application Logging** section of this guide)
Edit	Cut: Marks an element for a Cut operation. Copy: Marks an element for a Copy operation. Paste: Pastes a Cut or Copied element to another location, e.g. another folder in the Element Navigation tree.
View	Preferences: You can choose a different appearance for the Element Manager window. • Look and Feel: You can change the look and feel of the application. • Network Elements: You can preserve the device authentication credentials of each device. • Tools Launch: For the BCM only, you can pass the logon credentials when launching external tools. • Auto Refresh: You can adjust the "auto-refresh" interval and duration. • SNMP: You can adjust the SNMP timeout and retry information for SNMP based device discovery. • Network Elements: Enabled by default. If you uncheck this setting, the Network Elements panel closes (far left panel). This does not disconnect any connected device.
Network	Note: menu is not available when a connected device is selected. • New Folder: Creates a new folder on the Network Elements tree so that you can organize your devices. • New Network Element: Creates a new entry under the Network Elements tree. This menu item opens a dialog box to enter access parameters for a new Business Communications Manager device to which you want to connect. After you connect to the device, this information is saved by Element Manager and the device remains present in the Network Elements tree. Required information is the IP

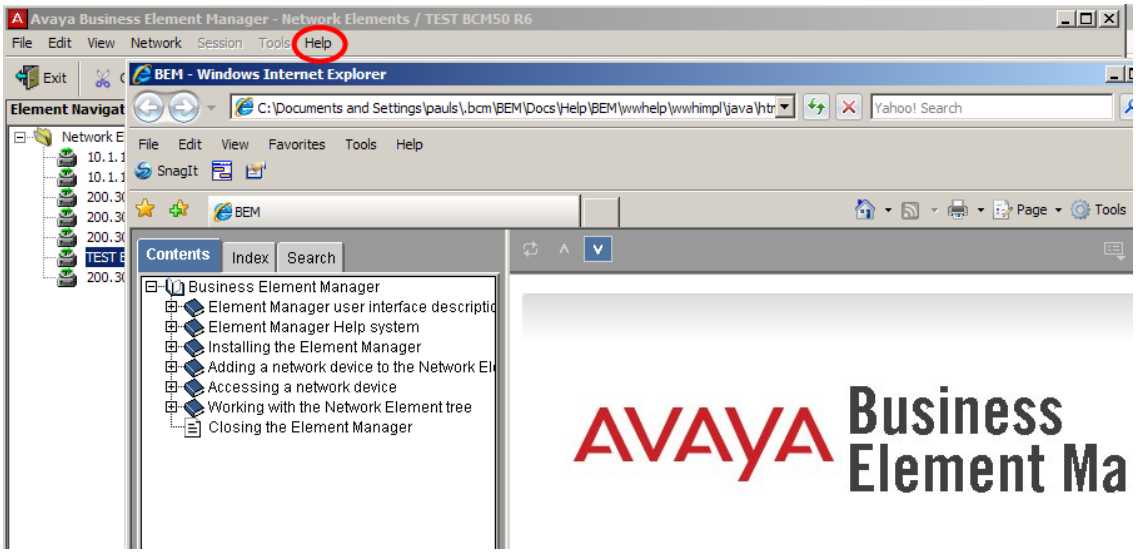
Attribute	Description
	address for the device with which you want to connect. • Find Network Elements: Opens a search dialog box to search for devices within a range of IP addresses by using an SNMP query. If an unconnected device is selected in the Network Element tree, the following options are available under the Network selection: • Web Page: Opens the Web user interface of a selected network device. • Connect: If selected, Element Manager attempts to open a connection to the selected element. You can also connect to a Network Element by right-clicking on the selected element. • Delete: Delete the original entry in the Element Manager Network Element tree and creates a new instance of a Network Element in the tree with a new IP address. If the IP address of the device changes, you must delete the original entry in the Element Manager Network Element tree and create a new instance of a Network Element in the tree with a new IP address. • Validate Device: Validates that a selected Network Element is at the listed IP address and is of the same device type as when originally added to the element tree.
Session	If there are no active Element Manager sessions, this selection is greyed out. • Show: If multiple devices are connected, easily select one of the connected elements from the presented list and switch the active Element Manager view to that element. • Disconnect: Disconnects from the device. A warning dialog box opens asking if you really want to disconnect from the device. You can also disconnect from a device by right-clicking on the device in the Network Element tree and selecting Disconnect. The Element Manager remains open. • Save Programming Record: Saves programmed information in either Microsoft Excel format or HTML. ○ Save Selected Data ○ Save Configuration Data ○ Save Administration Data ○ Save All Data
Tools	This prompt is only active when a connected device is selected on the Network Elements tree. • BCM Monitor: This is a separate application that can be installed at the same time as Element Manager and provides a number of panels that display current system operational information.
Help	Opens a menu of product specific help topics.
Icon Tool bar	
Exit	Exits Business Element Manager
Cut,/Copy/Paste	Cut: Marks an element for a Cut operation. Copy: Marks an element for a Copy operation. Paste: Pastes a Cut or Copied element to another location, e.g. another folder in the Element Navigation tree.
Web Page	Opens the Web browser for the selected network device.
Validate Device	Validate Device: Validates that a selected Network Element is at the listed IP address and is of the same device type as when originally added to the element tree.
Connect	Connect: Connects the Element Manager to the selected device.
Delete	Delete: Deletes the selected device from the Network Elements tree.
New Folder	New Folder: Adds a new folder under the Network Elements tree. This icon only works when the Network Elements title is selected.
Element Navigation Panel	
Network Elements navigation panel	This panel contains the Network Element Navigation tree which displays devices and groups of devices (folders).
Information Panel	
Information panel	The information in the Information panel changes depending on what is selected in the Network Elements tree. • If a Network Element is selected that is not connected: The information panel shows the Network Element connection logon information.

Attribute	Description
	• If a Network Element is selected to which there is an Element Manager connection: The task panel opens and displays, Configuration and Administration tabs.
Expansion Arrows	
Expansion Arrows	Clicking on these arrows either expands or collapses the panels within the Element Manager window. These arrows appear on all panels with sub panels that can be expanded or collapsed.
Status Bar	
Status bar	The bottom bar of the Element Manager window displays the current status of the selected item.

Element Manager Help System

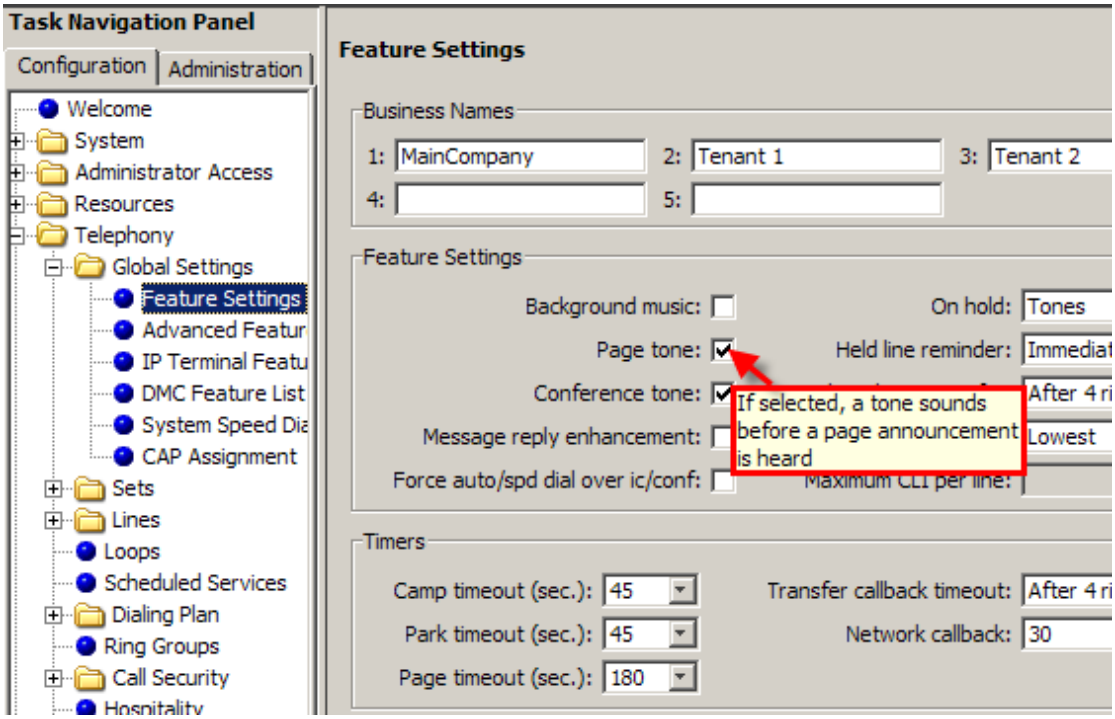
Menu Bar Help

Help menu option	Description
Help Contents	Opens a menu of product-specific help topics.
Business Element Manager	Opens the Element Manager Help.
Business Ethernet Switch	Opens the Business Ethernet Switch Help.
Customer Support	Opens a browser to an Avaya customer support Web site
About	Provides information about the BCM Element Manager software


Avaya Business Element Manager - Network Elements / TEST BCM50 R6
File Edit View Network Session Tools Help
Exit
BEM - Windows Internet Explorer
Element Navigat
File Edit View Favorites Tools Help
SnagIt
BEM
Page Tools
Contents Index Search
Business Element Manager
Element Manager user interface descriptio
Element Manager Help system
Installing the Element Manager
Adding a network device to the Network El
Accessing a network device
Working with the Network Element tree
Closing the Element Manager
AVAYA Business
Element Ma

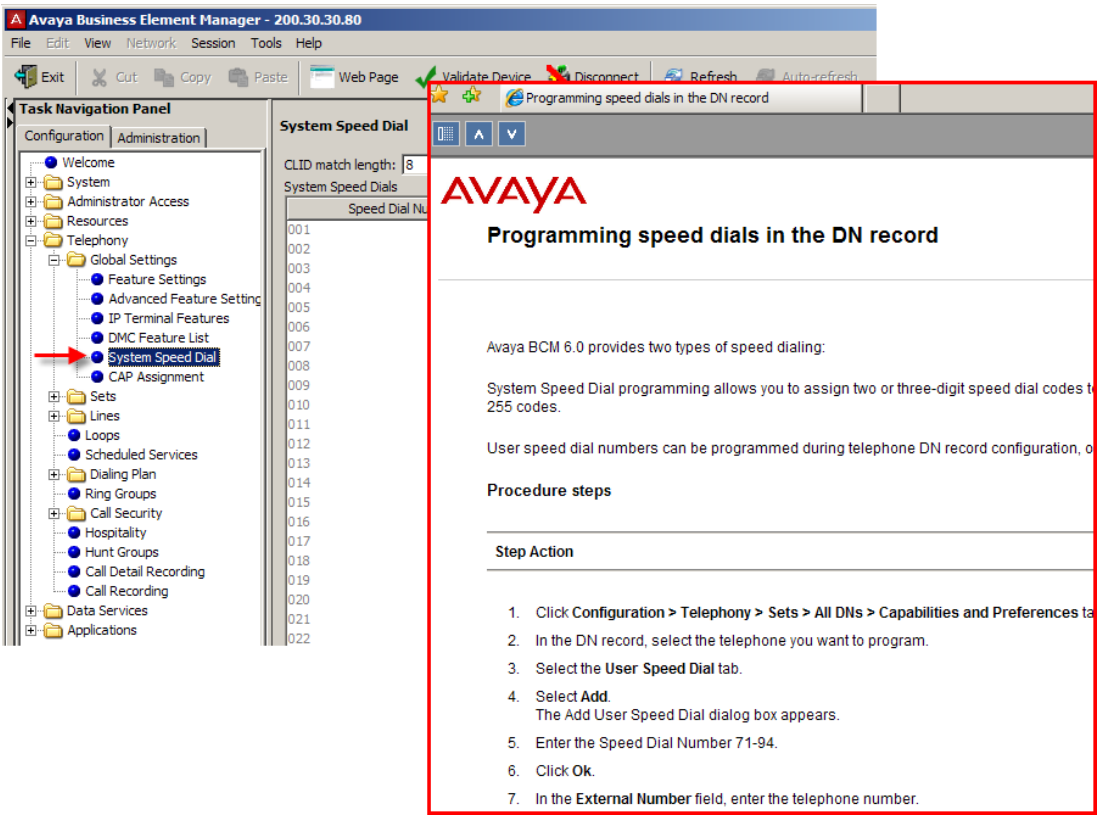
Field-Level Help

For the BCM, if you position the cursor over a field, a pop-up box provides a brief description of the information required in the field.



Context Sensitive Help

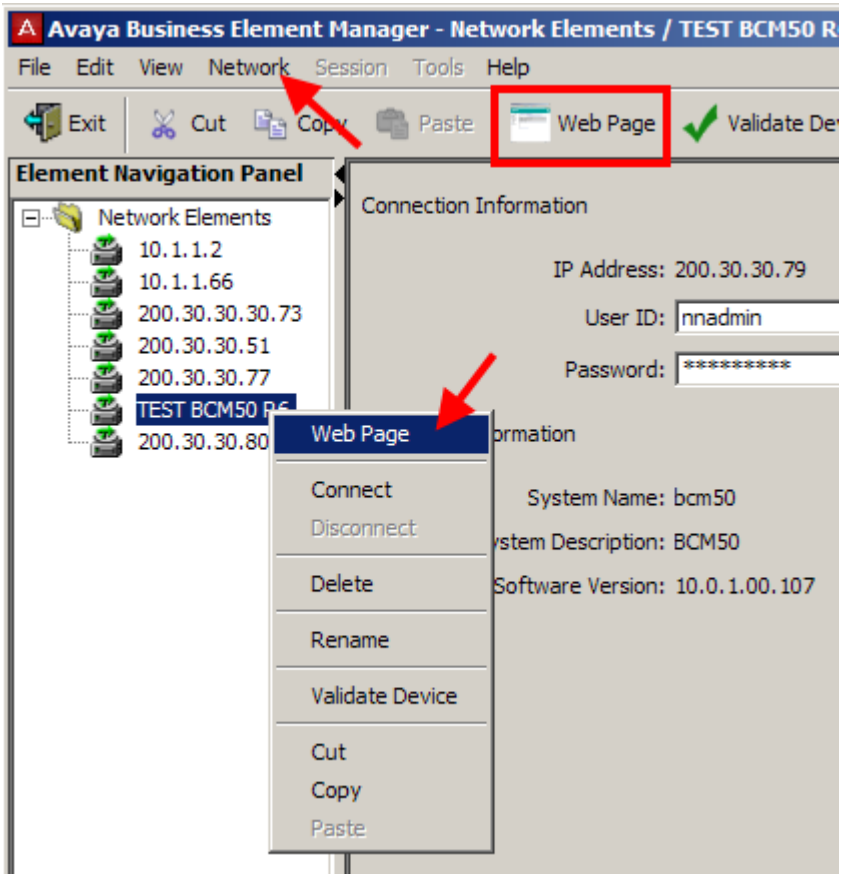
You can view context-sensitive help by clicking on a navigation tree heading, tab heading, or field heading of a connected network device as in this example **Configuration**, **Telephony**, **Global Settings**, **System Speed Dial** and by pressing the **F1** function key. An HTML page containing overview information or panel descriptions specific to the selected heading opens. Once the HTML help module opens, it also provides links to tasks and other features related to the panel function.



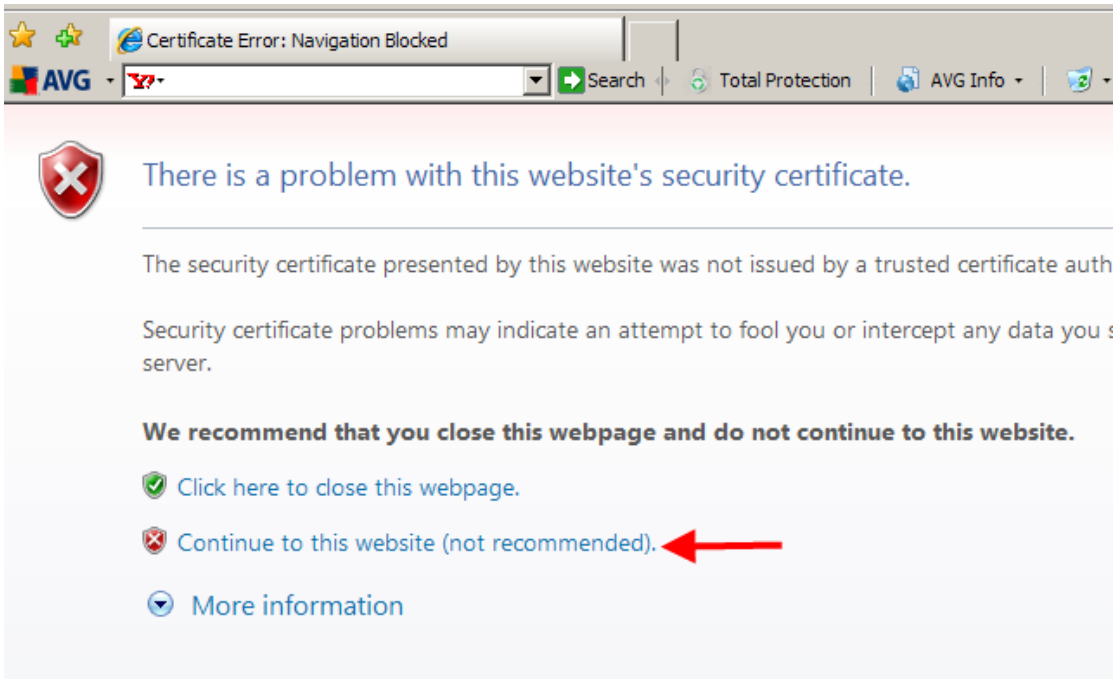
Opening a Device Web Page via BEM

Device Web Pages provide access to applications, further configuration utilities, and documentation.

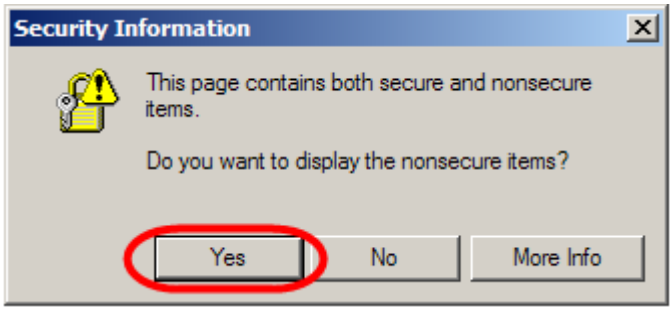
1. Perform **one** of the following tasks to open the Web page of a network device. Select the required **Element** in the **Navigation Panel**, then:
    - Click the **Web Page** icon on the Icon tool bar, or
    - Right-click on the IP address or element name and select **Web Page**, or
    - Click on Network from the menu bar, from the dropdown select **Web Page**, or
    - Fast path using **Ctrl+W**



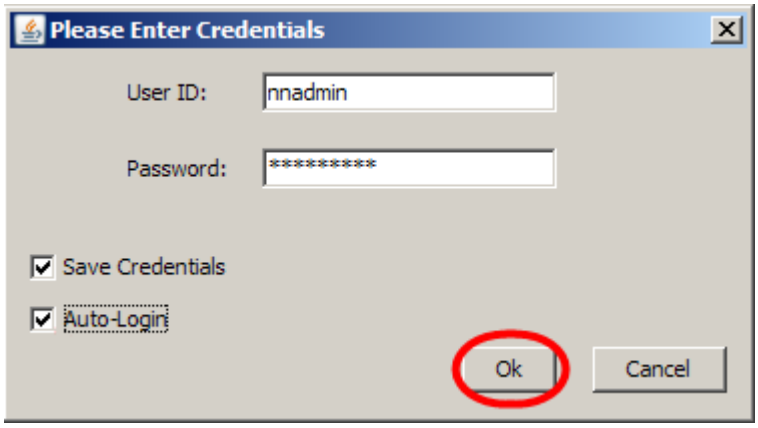
2. You may get presented with the Certificate Error window. If so, click on the **Continue to this website (not recommended)** link.


Certificate Error: Navigation Blocked
AVG
Search
Total Protection
AVG Info
There is a problem with this website's security certificate.
The security certificate presented by this website was not issued by a trusted certificate auth
Security certificate problems may indicate an attempt to fool you or intercept any data you
server.
We recommend that you close this webpage and do not continue to this website.
Click here to close this webpage.
Continue to this website (not recommended).
More information

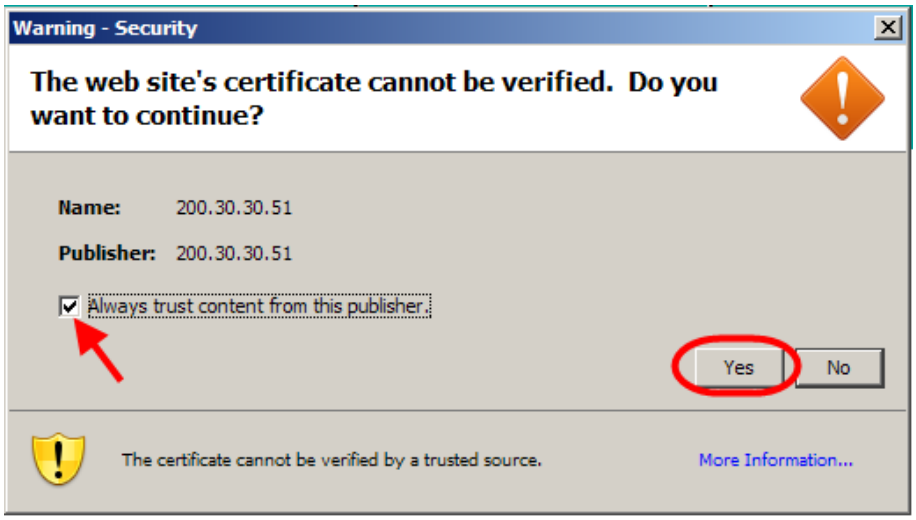
3. If you see the following information box, click **Yes**.



4. You may be asked to enter the account credentials for the BCM (defaults are User name = nnadmin, Password = PlsChgMe!). Click **OK** when entered.



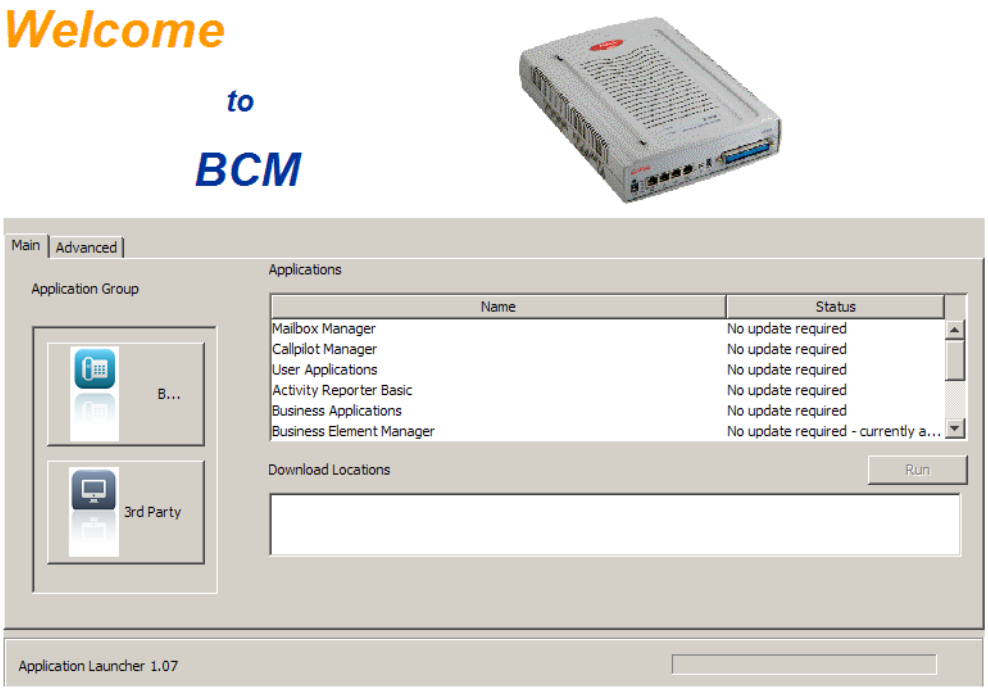
5. You may be presented with a second certificate error message. To avoid seeing the message again, tick the **Always trust content from this publisher** box, and click **Yes**.


Warning - Security
The web site's certificate cannot be verified. Do you want to continue?
Name: 200.30.30.51
Publisher: 200.30.30.51
Always trust content from this publisher.
Yes
No
The certificate cannot be verified by a trusted source.
More Information...

6. Again, you may see a **Warning – Security** box. Tick the **Always trust content from this publisher** option, and click on **Run**.

Warning - Security
The application's digital signature cannot be verified. Do you want to run the application?
Name: com.bcm.applet.AppletLauncherApplet
Publisher: bcm
From: https://200.30.30.51
Always trust content from this publisher.
Run
Cancel
The digital signature cannot be verified by a trusted source. Only run if you trust the origin of the application.
More Information...

7. The Application Launcher window will be displayed, which provides access to an array of applications, documentation, promotional videos, and support links.

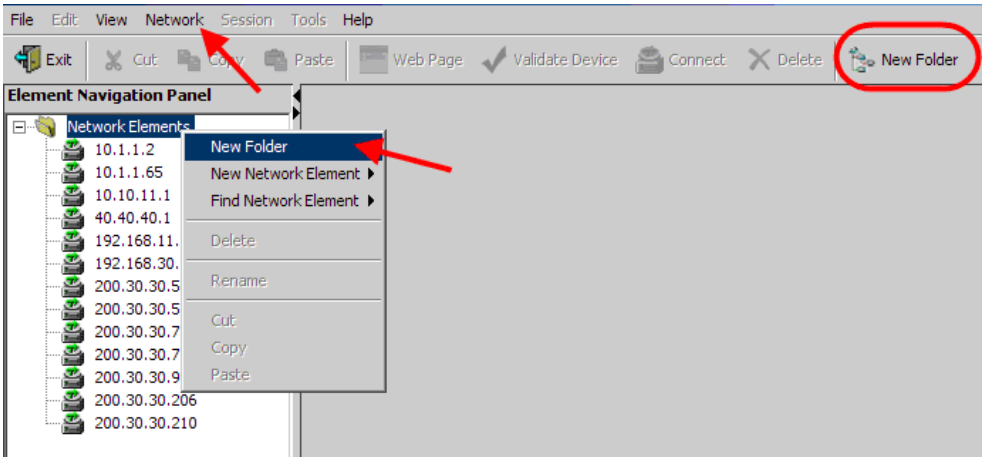


Working with the Network Element Tree

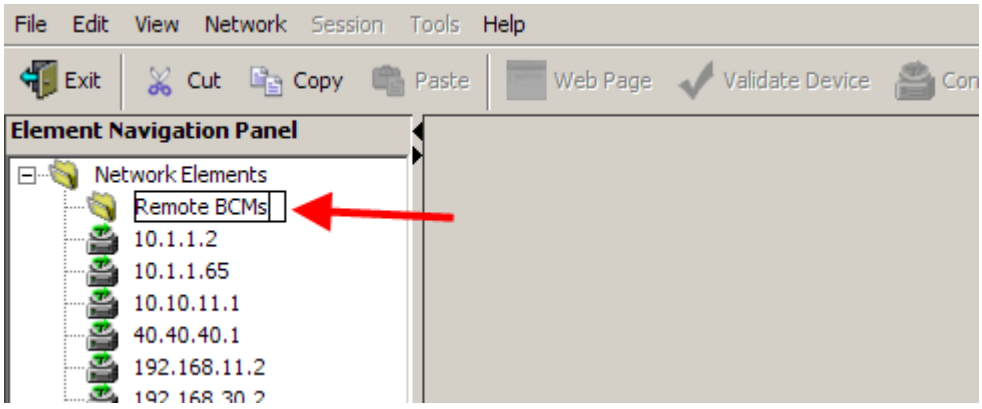
Creating Folders in the Network Element Tree

Folders help you manage or categorize network devices, and are useful if you manage a large network of BCM's.

1. To create a new folder within Element Manager:
   - You can right-click on **Network Elements** in the Network Element Navigation panel, and select **New Folder**, or
   - Select **Network** from the menu, and then from the dropdown select **New Folder**, or
   - While disconnected from any network device, click the **New Folder** icon on the task bar, or
   - Fast path by the use of **Ctrl+N**



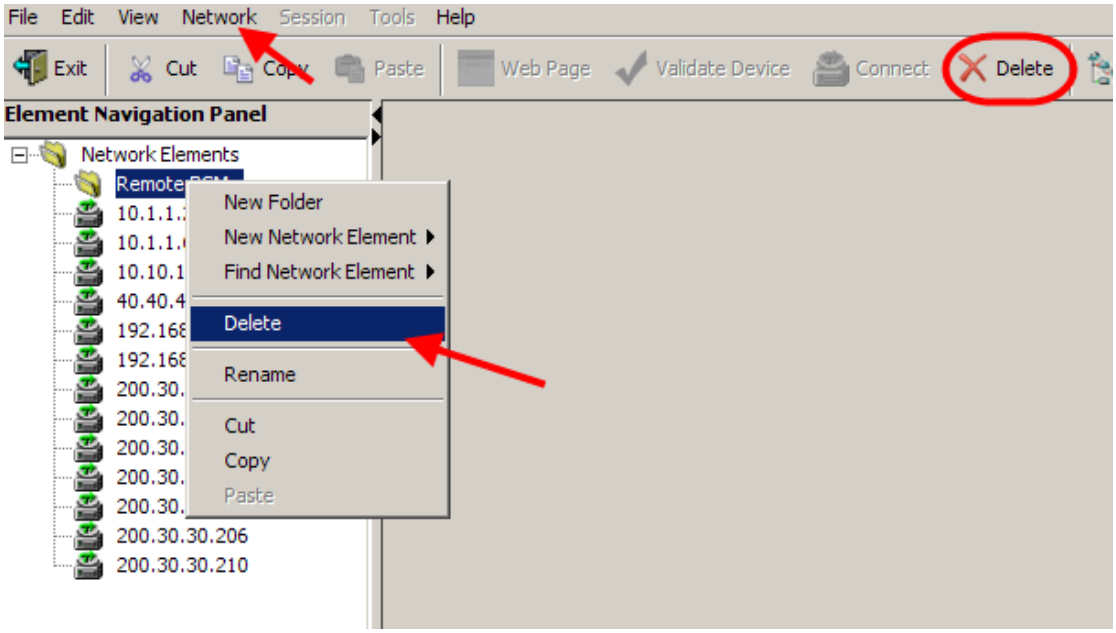
2. When the New Folder appears type in a name for the folder



Deleting Folders from the Network Elements Tree

1. Click the folder that you wish to delete.

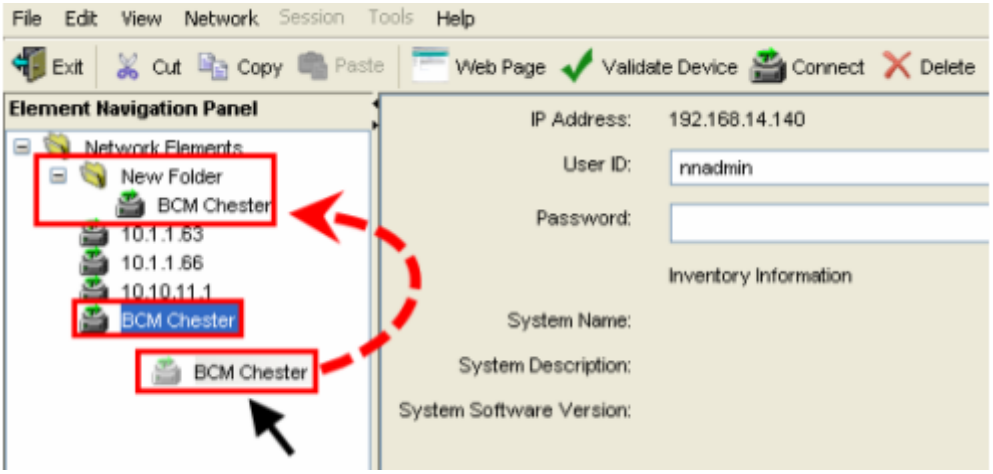
2. Perform one of the following tasks to delete the folder from the Network Element tree:
   - Right-click the folder and select **Delete**, or
   - Select **Network** from the menu, and then from the dropdown select **Delete**, or
   - On the Icon tool bar, click the **Delete** icon, or
   - Fast path by the use of **Ctrl+D**



3. A Confirmation dialog box opens to verify that you wish to delete the folder. Click **Yes** to delete the folder, or click **No** to cancel the delete operation.

Dragging & Dropping Network Devices and Folders

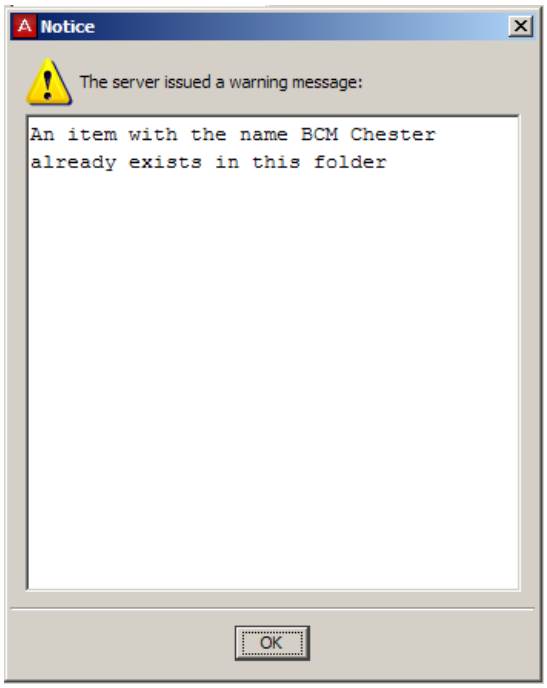
1. In the Element Navigation panel, click and hold the network device or folder that you wish to move.



2. Drag the network device or folder to the destination folder and hover over the folder until it becomes highlighted.

3. Release the network device or folder to drop it into the destination folder.

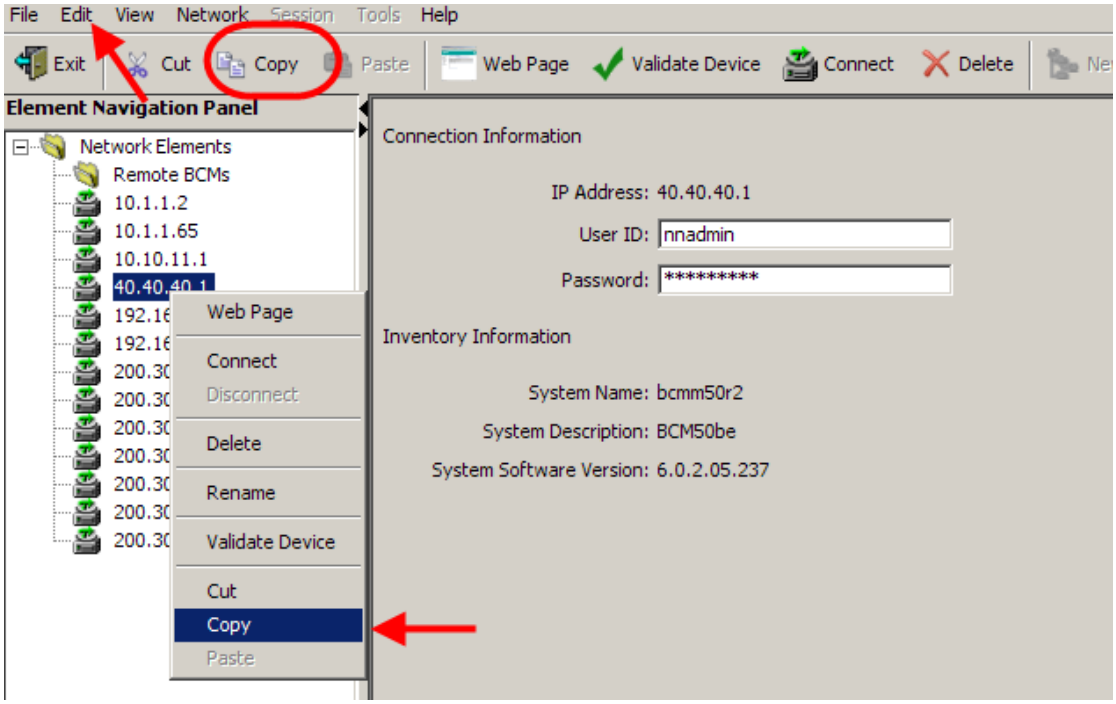
4. If a network device or folder of the same name already exists in the destination folder, a warning notice is displayed. Either rename the existing network device or folder, or select a different destination folder.



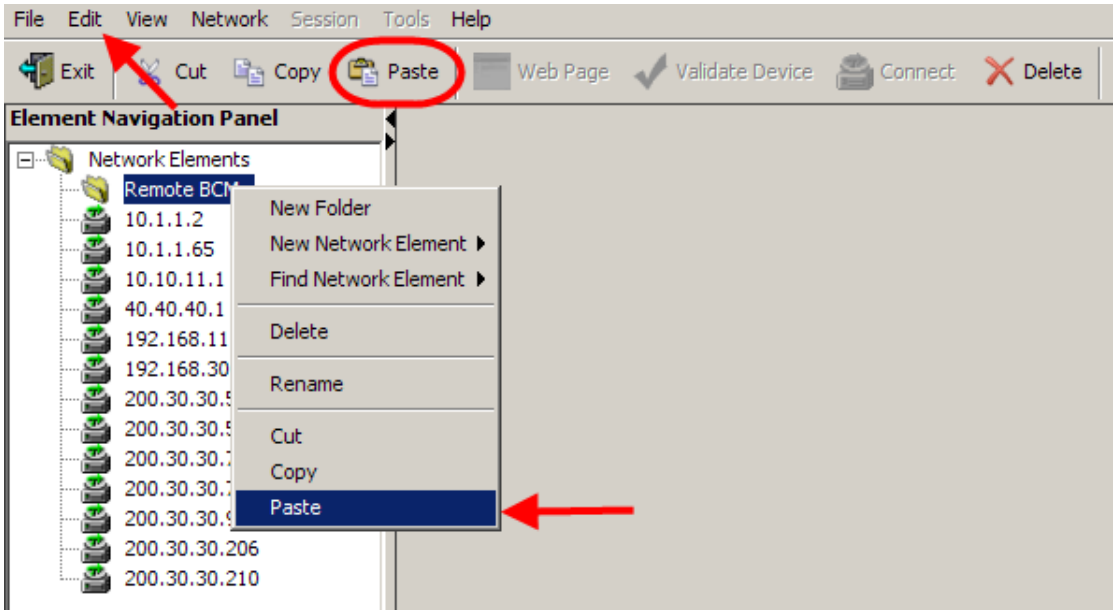
Copying Network Devices and Folders

1. Click the network device or folder that you wish to copy.

2. Perform one of the following tasks to copy the network device or folder:
   - On the Icon tool bar, click the **Copy** icon, or
   - Right-click the network device or folder and select **Copy**, or
   - Click on **Edit** from the Menu bar then select **Copy**, or
   - Fast path via **Ctrl+C**

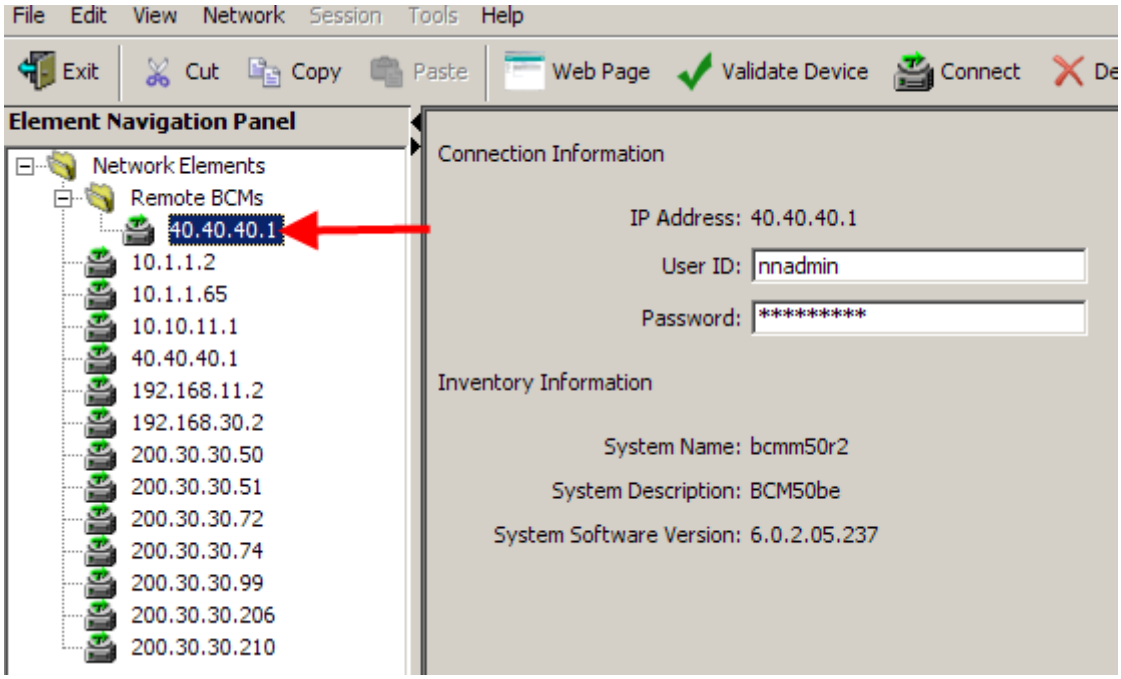


3. Select the destination folder for the network device or folder.

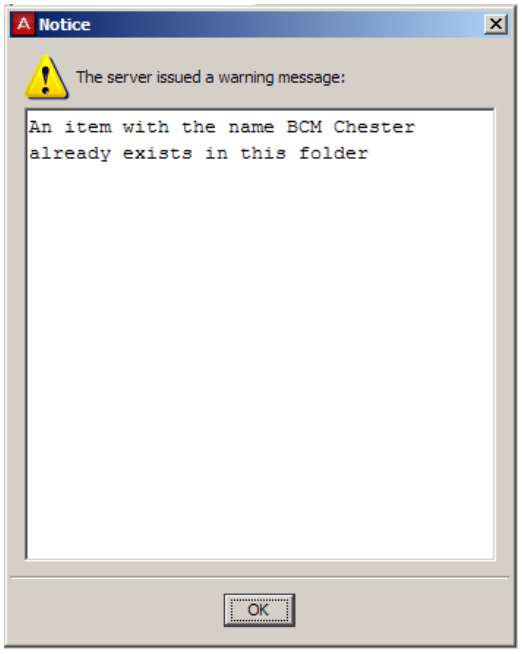


4. Perform one of the following tasks to paste the network device or folder into the destination folder:
   - Right-click the network device or folder and select **Paste**, or
   - On the Icon tool bar, click the **Paste** icon, or
   - Click on **Edit** from the Menu bar then select **Paste**, or
   - Fast path via **Ctrl+V**

5. The item will be pasted to the desired location.



6. If a network device or folder of the same name already exists in the destination folder, a warning notice is displayed. Either rename the existing network device or folder, or select a different destination folder.



Disconnecting from a Network Element

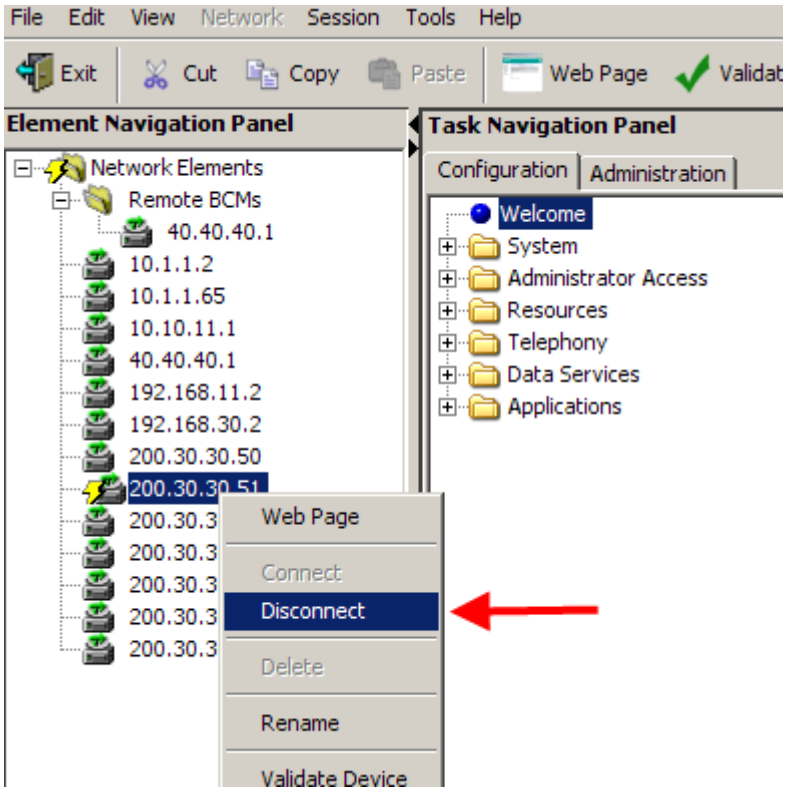
Disconnecting an element device closes the session to that device.

Disconnect a Network Element from Element Manager using one of the following processes:

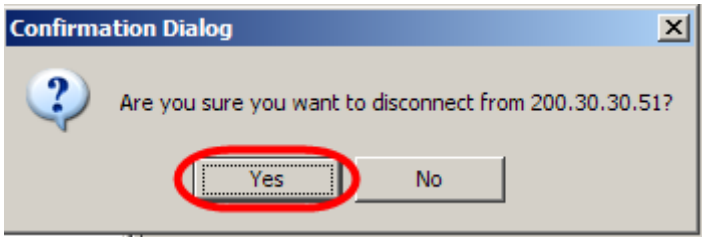
Disconnecting in the Element Navigation panel

1. In the Network Element Navigation Panel, right-click the IP address that you want to disconnect.

2. Select **Disconnect.**

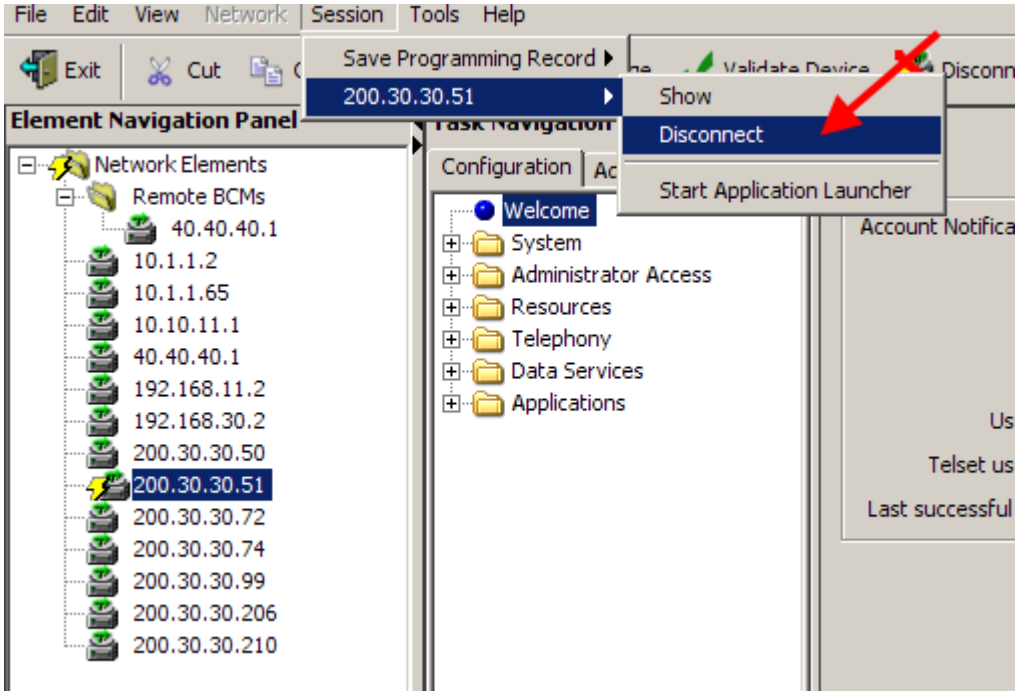


3. Click **Yes** in the Confirmation Dialog box to confirm the disconnect request.

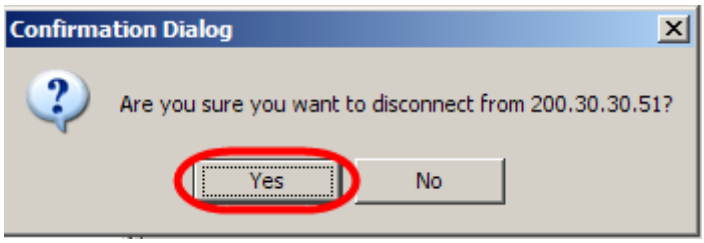


Disconnecting Through the Menu Bar

1. Click **Session** on the menu bar.
2. Select the IP address of the device you want to disconnect.

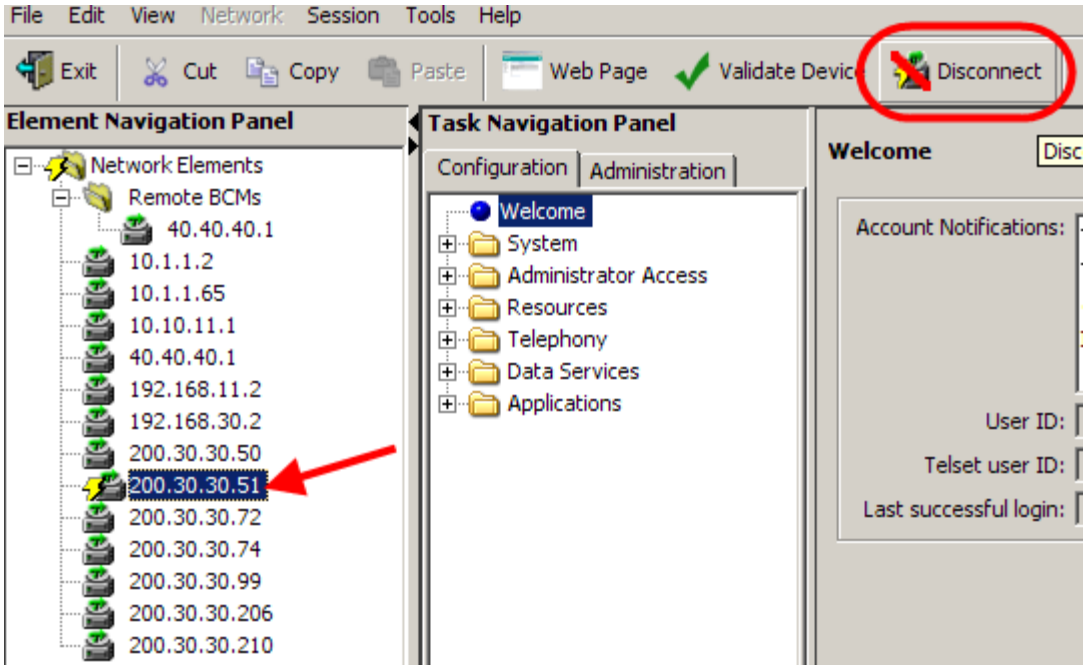


3. Select **Disconnect** from the list of tasks that are displayed.
4. Click **Yes** in the Confirmation Dialog box to confirm the disconnect request.



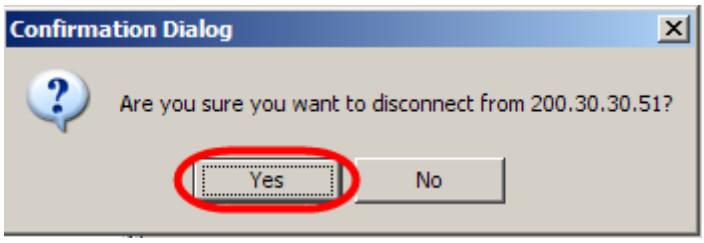
Disconnecting Using the Disconnect Icon

1. In the Network Element Navigation Panel, select the IP address that you want to disconnect.



2. Click on the **Disconnect** icon in the menu bar.

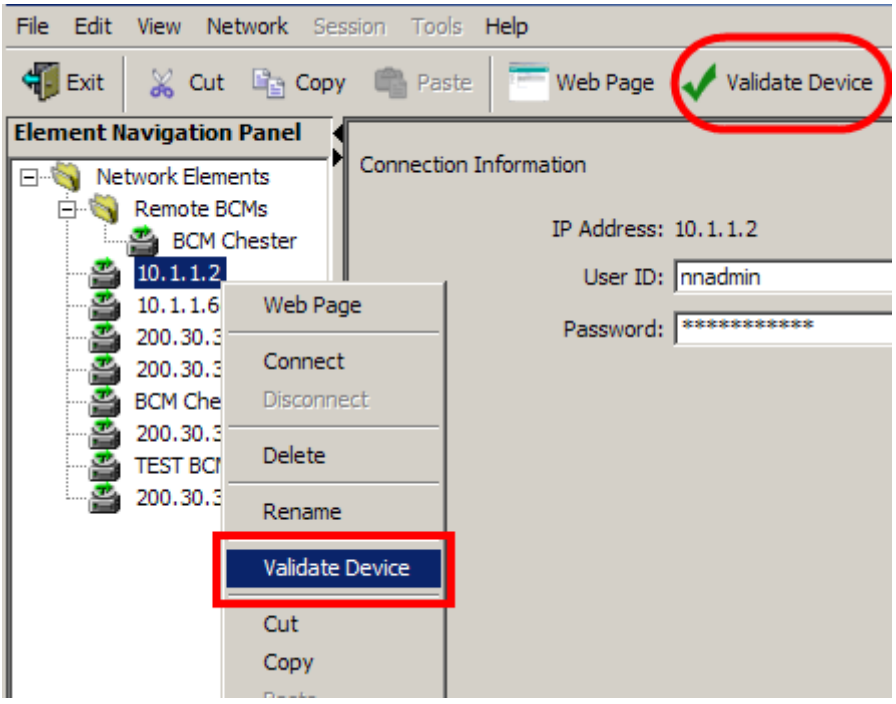
3. Click **Yes** in the Confirmation Dialog box to confirm the disconnect request.



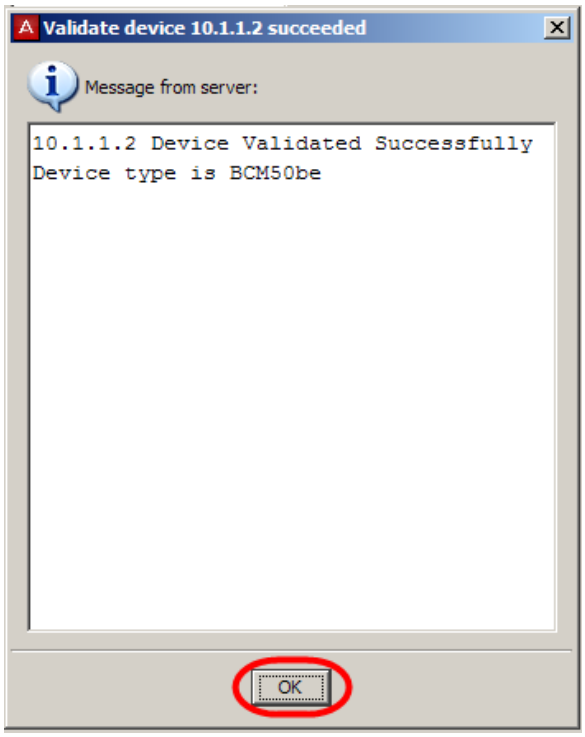
Validating a Network Device

When Element Maanager validates a device, it checks the device type and software version.

1. On the Network Elements tree, select the IP address or element name. Perform one of the following tasks to validate the network device:
   - Right-click the IP address or element name and select **Validate Device**, or
   - On the Icon tool bar, click the **Validate Device** icon.



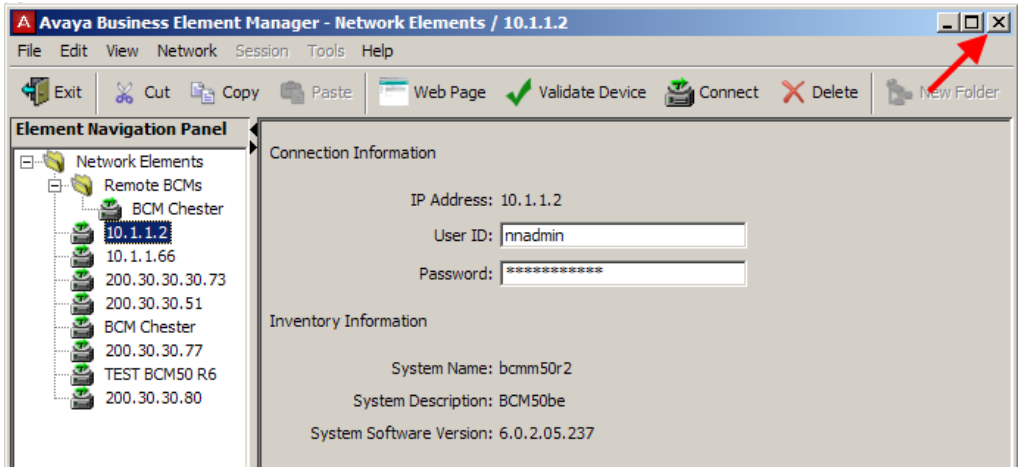
2. A Network Elements dialog box opens listing the IP address and the device type. The dialog box also indicates if the device validation was successful. Click **OK** to close the box.



Closing Element Manager

Close all active sessions and disconnect from any connected Network Elements before you close the Element Manager application.

1. Select **File**, **Exit,** or click on the X box on the upper right corner of the window.

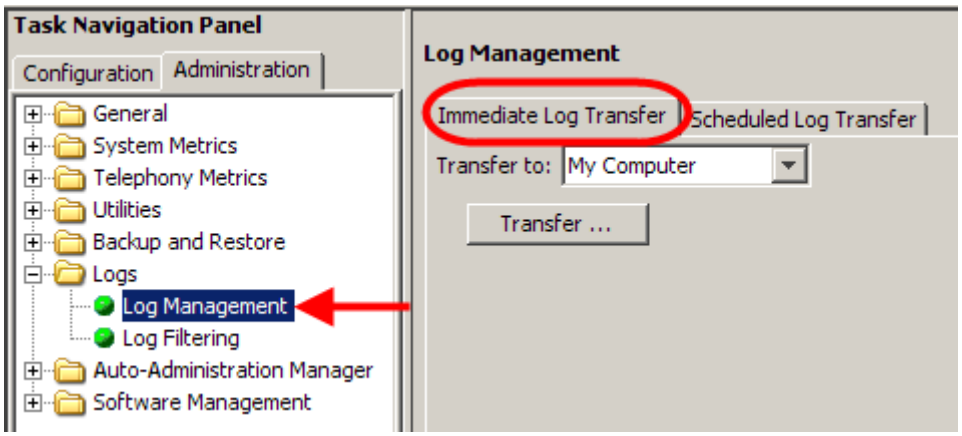


Element Application Logging

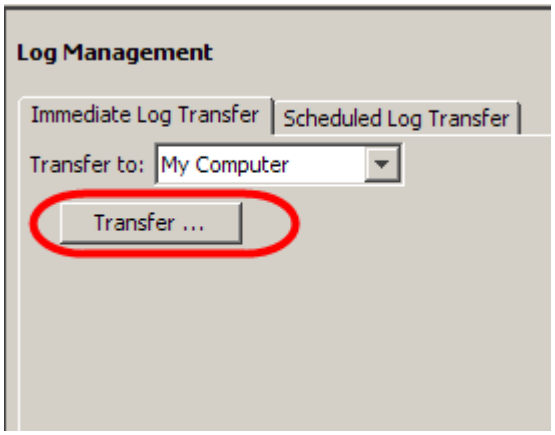
This section describes the logging performed by Element Manager to generate a record of its tasks. There is usually no need to monitor Element Manager Log activities; however, the log files are available for troubleshooting when needed.

To view the logs they must first be available to be accessed. Logs can be made available on an Immediate or scheduled basis.

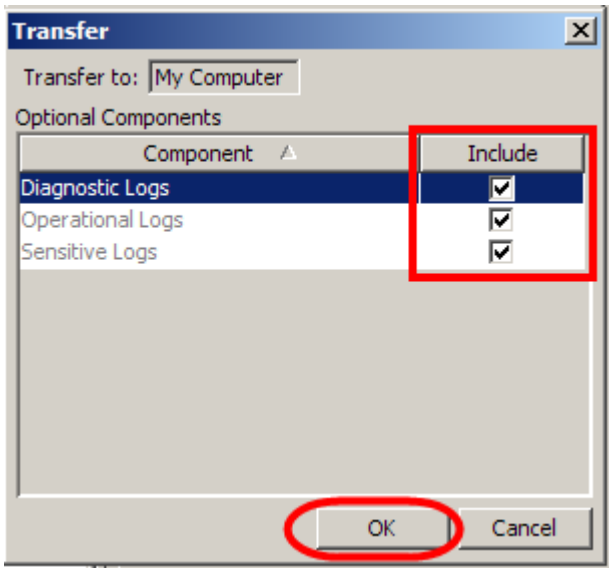
1. In Element Manager, navigate to Administration, Logs, Log Management then select either Immediate Log Transfer or Scheduled Log Transfer.



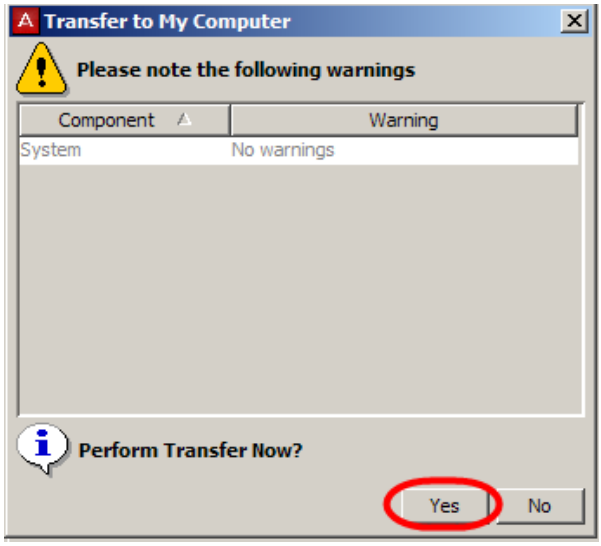
2. Select the destination location from the **Transfer to:** drop-down list, and click on the **Transfer** button.



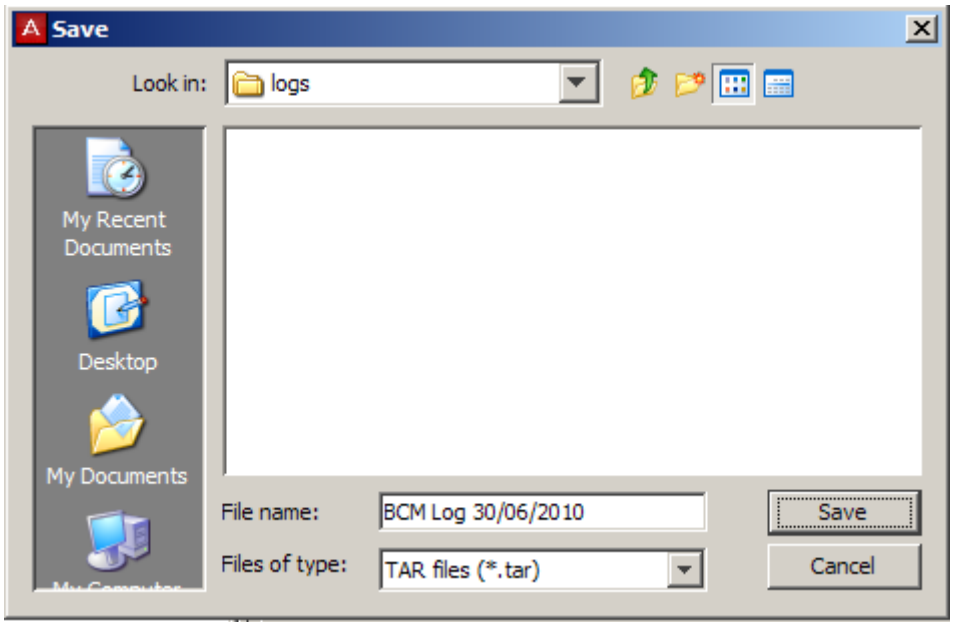
3. Select which Logs to include and click **OK**.



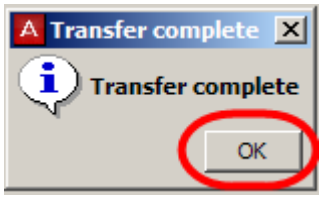
4. Click **Yes**.



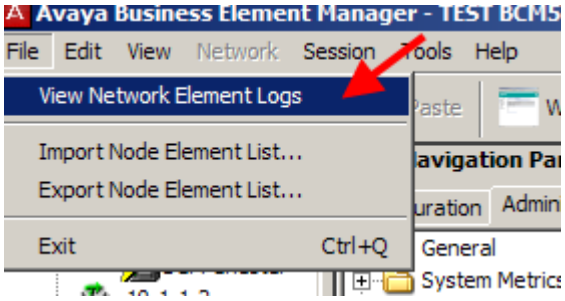
5. Browse to a location and enter a name for the file. Click **Save**.



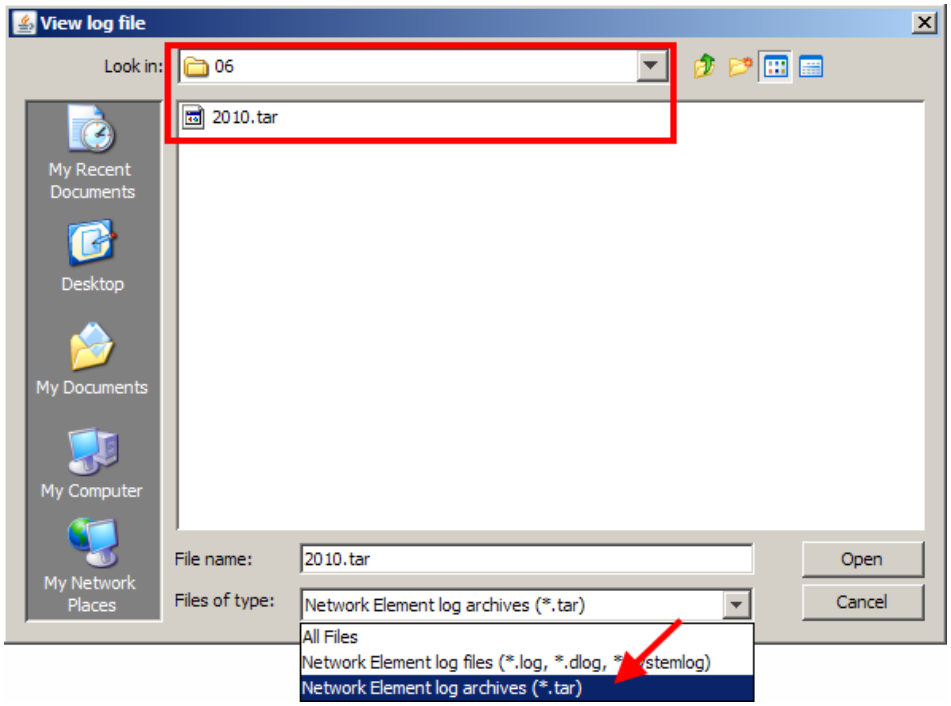
6. After a while the **Transfer Complete** window will display. Click **OK**.



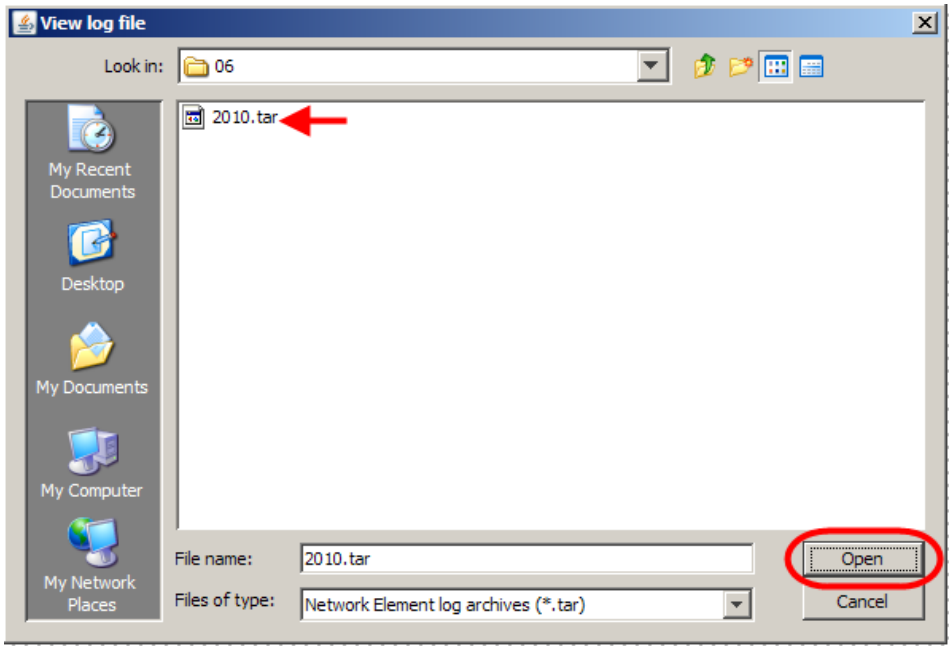
7. Once the log file has been stored in the *.tar format, it should then be unzipped. To do this, open the **File** menu, and select **View Network Element Logs**.



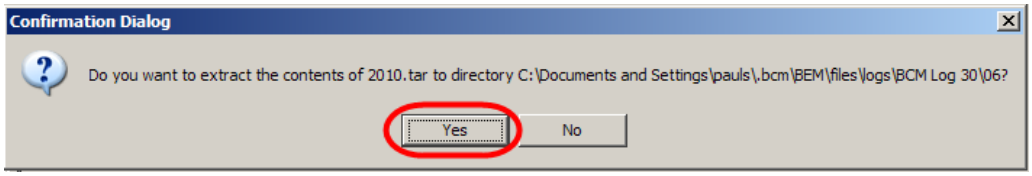
8. Navigate to the location of the log file. From the **Files of type:** drop-down list, select **Network Element Log Archives (*.tar)**.



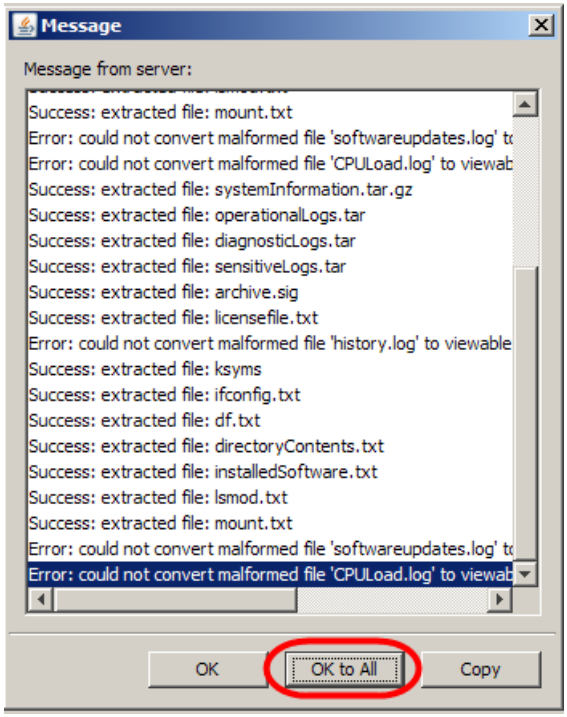
9. Select the log, and click **Open**.



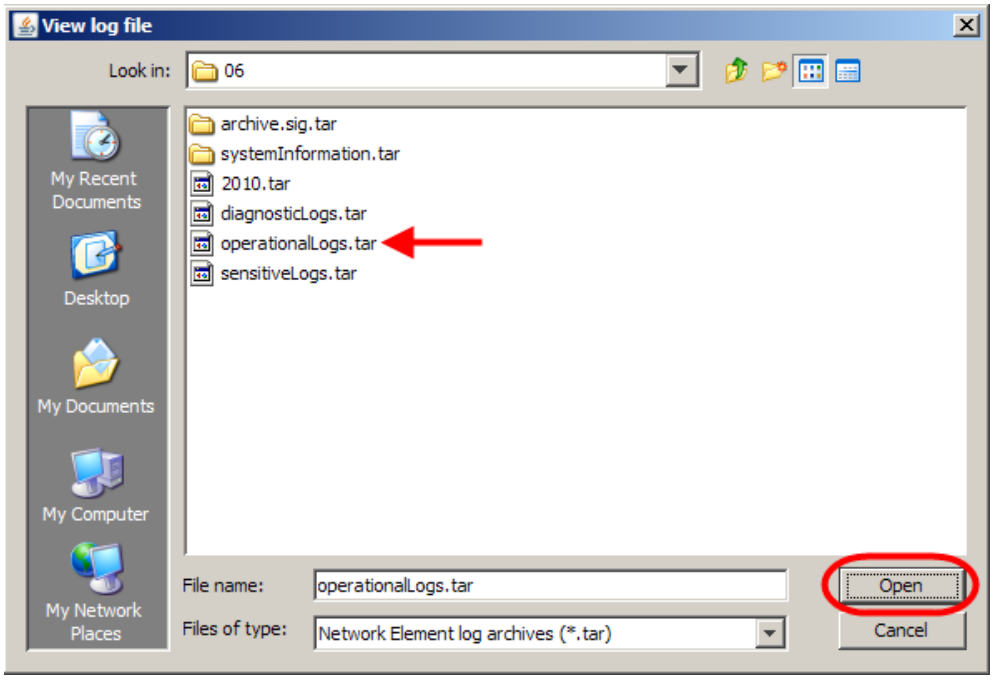
10. Click **Yes** in the extraction Confirmation Dialog box.


Confirmation Dialog
Do you want to extract the contents of 2010.tar to directory C:\Documents and Settings\pauls\.bcm\BEM\files\logs\BCM Log 30\06?
Yes
No

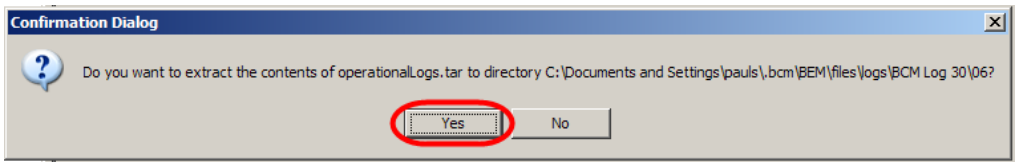
11. Close the **Message** window by clicking on **OK to All**.


Message
Message from server:
Success: extracted file: mount.txt
Error: could not convert malformed file 'softwareupdates.log' t
Error: could not convert malformed file 'CPULoad.log' to viewab
Success: extracted file: systemInformation.tar.gz
Success: extracted file: operationalLogs.tar
Success: extracted file: diagnosticLogs.tar
Success: extracted file: sensitiveLogs.tar
Success: extracted file: archive.sig
Success: extracted file: licensefile.txt
Error: could not convert malformed file 'history.log' to viewable
Success: extracted file: ksyms
Success: extracted file: ifconfig.txt
Success: extracted file: df.txt
Success: extracted file: directoryContents.txt
Success: extracted file: installedSoftware.txt
Success: extracted file: lsmod.txt
Success: extracted file: mount.txt
Error: could not convert malformed file 'softwareupdates.log' t
Error: could not convert malformed file 'CPULoad.log' to viewab
OK
OK to All
Copy

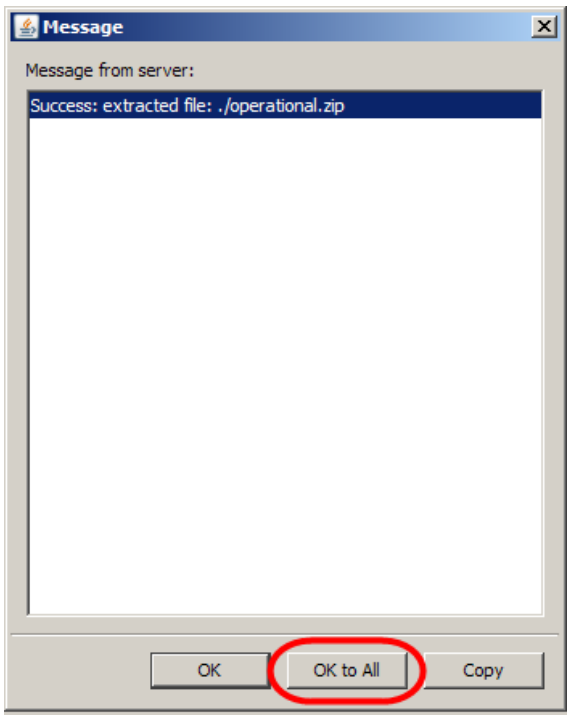
12. Close the **View Log Files** window, open the **File** menu and again select **View Network Element Logs**. From the **Files of type:** drop-down list select **Network Element log archives (*.tar)**. Select the previously extracted file, and click on **Open**.



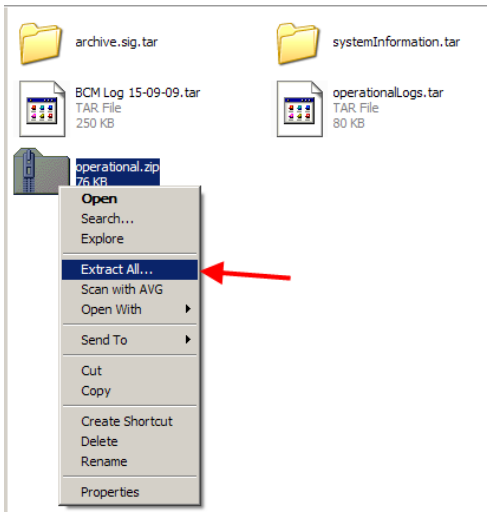
13. Again, click **Yes** in the extraction Confirmation Dialog box.


Confirmation Dialog
Do you want to extract the contents of operationalLogs.tar to directory C:\Documents and Settings\pauls\.bcm\BEM\files\logs\BCM Log 30\06?
Yes
No

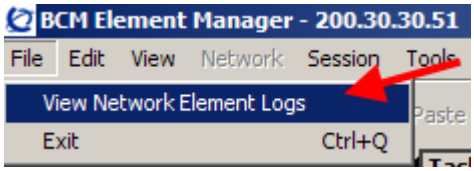
14. Again, in the **Message** window click **OK to All** to proceed.



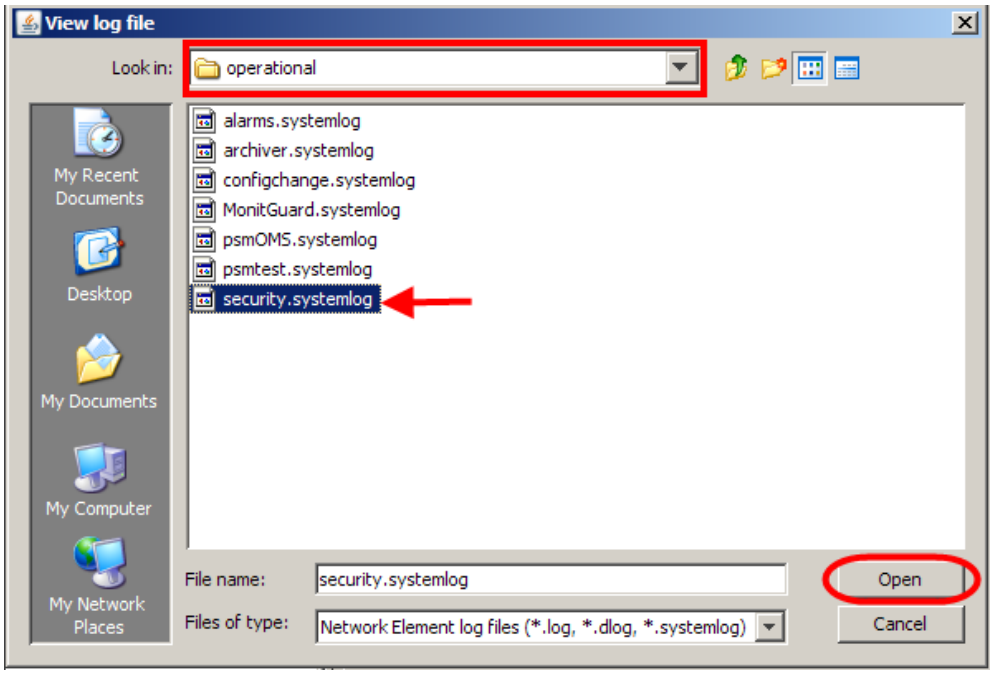
15. This time, a zip file has been created. In Windows Explorer, navigate to the extraction location, right-click on the file and select **Extract All…**



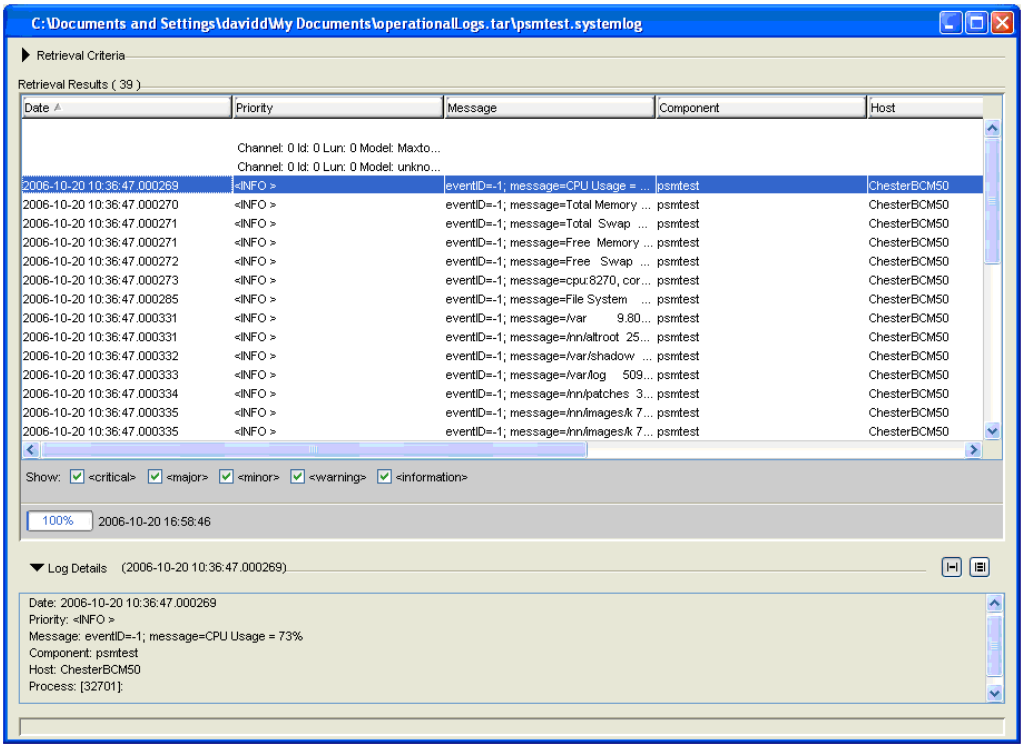
16. After the process has completed, return to Element Manager, open the **File** menu, and select **View Network Element Logs**.



17. Open the extracted folder in the **View log file** window, and select one of the logs to view.



18. The Log File can then be viewed and analysed.


C:\Documents and Settings\davidd\My Documents\operationalLogs.tar\psmtest.systemlog
Retrieval Criteria
Retrieval Results (39)
Date
Priority
Message
Component
Host
Channel: 0 Id: 0 Lun: 0 Model: Maxto...
Channel: 0 Id: 0 Lun: 0 Model: unkno...
2006-10-20 10:36:47.000269 <INFO > eventID=-1; message=CPU Usage = ... psmtest ChesterBCM50
2006-10-20 10:36:47.000270 <INFO > eventID=-1; message=Total Memory ... psmtest ChesterBCM50
2006-10-20 10:36:47.000271 <INFO > eventID=-1; message=Total Swap ... psmtest ChesterBCM50
2006-10-20 10:36:47.000271 <INFO > eventID=-1; message=Free Memory ... psmtest ChesterBCM50
2006-10-20 10:36:47.000272 <INFO > eventID=-1; message=Free Swap ... psmtest ChesterBCM50
2006-10-20 10:36:47.000273 <INFO > eventID=-1; message=cpu:8270, cor... psmtest ChesterBCM50
2006-10-20 10:36:47.000285 <INFO > eventID=-1; message=File System ... psmtest ChesterBCM50
2006-10-20 10:36:47.000331 <INFO > eventID=-1; message=/var 9.80... psmtest ChesterBCM50
2006-10-20 10:36:47.000331 <INFO > eventID=-1; message=/nn/altroot 25... psmtest ChesterBCM50
2006-10-20 10:36:47.000332 <INFO > eventID=-1; message=/var/shadow ... psmtest ChesterBCM50
2006-10-20 10:36:47.000333 <INFO > eventID=-1; message=/var/log 509... psmtest ChesterBCM50
2006-10-20 10:36:47.000334 <INFO > eventID=-1; message=/nn/patches 3... psmtest ChesterBCM50
2006-10-20 10:36:47.000335 <INFO > eventID=-1; message=/nn/images/k 7... psmtest ChesterBCM50
2006-10-20 10:36:47.000335 <INFO > eventID=-1; message=/nn/images/k 7... psmtest ChesterBCM50
Show: <critical> <major> <minor> <warning> <information>
100%
2006-10-20 16:58:46
Log Details (2006-10-20 10:36:47.000269)
Date: 2006-10-20 10:36:47.000269
Priority: <INFO >
Message: eventID=-1; message=CPU Usage = 73%
Component: psmtest
Host: ChesterBCM50
Process: [32701]:

Avaya Documentation Links

- Configuration – System Guide